

LEISURE VEHICLE DEALERSHIP SERVICE TRAINING PROGRAMME



Title:	Service Excellence (Bronze)
Audience:	Leisure vehicle dealership staff new to service sales
Length:	3 days
Format:	Interactive workshop

Training Course Overview:

This foundation course is designed to provide a clear understanding of the motor home service customer experience framework to maximise profitability whilst achieving the highest levels of customer satisfaction, retention and recommendation. It delivers the core skills, behaviours and competencies required to maximise personal performance as a leisure vehicle service department operator.

Key Learning Areas:

- The benefits of having a structured and consistent approach for delivering the 'motor home service customer experience' and how to use this to maximise business opportunities and gain customers for life.
- The benefits of keeping the customer's interests at the heart of what we do.
- How to effectively handle inbound caravan enquiries and secure appointments.
- How to welcome customers into your business.
- How to build a relationship that positively differentiates you from your motor home dealership competition.
- How to maximise caravan sales.
- How to use professional presentation techniques to offer additional work requirements.
- How to justify leisure vehicle service costs, overcome customer concerns (objections) and gain agreement to the supply of the order whilst maintaining credibility, customer trust and your profit potential.
- How to continue to exceed the customer's expectations and deliver an incredible caravan handover.

Are you interested? Call us on 01325 637251 or complete the contact form on www.motorvise.com

Automotive
Training Academy



CAR DEALERSHIP
TRAINING



ELECTRIC
VEHICLE
TRAINING



MOTORCYCLE
DEALERSHIP
TRAINING



LEISURE VEHICLE
DEALERSHIP
TRAINING