

# LEISURE VEHICLE DEALERSHIP SERVICE TRAINING PROGRAMME



- Title:** Service Manager Excellence (Bronze)
- Audience:** Any Leisure Vehicle Service Manager or experienced Leisure Vehicle Service Advisor wanting to take the next step into management
- Length:** 2 days
- Format:** Interactive workshop

## Training Course Overview:

This foundation course examines the role of the Leisure Vehicle Service Manager and the core skills, behaviours and competencies required to maximise personal performance in the role. It looks at management skills required to improve the effectiveness of the motor home service team and provides a detailed understanding of the aspects of the role which directly impact on business performance and profitability.

## Key Learning Areas:

- The core functions and objectives of a Leisure Vehicle Service Manager.
- Understanding the pressures in the motor home service department.
- Your role and responsibilities in implementing and delivering an outstanding customer experience.
- How our behaviours influence customer retention and recommendation.
- Coaching and influencing skills - when, why and how we manage a team.
- Management for stability, why keeping your service team stable is so important.
- The benefits of on the job and review coaching.
- The effects of delivering fast and effective feedback.
- Conducting Leisure Vehicle Service Advisor monthly appraisals to deliver continuous improvement.
- Creating and delivering effective department meetings.
- Using reporting to manage the performance of people and departments at your caravan dealership.

Are you interested? Call us on 01325 637251 or complete the contact form on [www.motorvise.com](http://www.motorvise.com)

