

CAR DEALERSHIP SERVICE TRAINING PROGRAMME



Title: Proactive Service Sales Generation & Outbound Prospecting (Silver)
Audience: All car dealership service department staff
Length: 1 day
Format: Interactive workshop

Training Course Overview:

This module will give you the practical skills to improve your telephone prospecting abilities. With a focus on proactivity and the self-generation of car enquiries, it is designed to improve your personal effectiveness as a Car Service Advisor and optimise business performance.

Key Learning Areas:

- The importance and traits of being proactive.
- The importance of using the telephone to maximise personal sales prospecting performance.
- How to use proven prospect call tracks to generate more sales.
- Basic telephone skills to improve service booking rates.
- Ability and knowledge to talk confidently about the car service department.
- Understand and convey the importance of regular car servicing.
- How to agree positive next actions that can lead to a car sale.
- Understand the benefits of the car service plan.
- How to generate related car service sales revenues.

Are you interested? Call us on 01325 776410 or complete the contact form on www.motorvise.com

