

SERVICE Manager Meeting Planner

This meeting planner is a tool that you can use to expand your training by using information from this month's *Consultant* magazine.

Article & Page	Activity	Manager's Script
Using Your Cell Phone at Work Page 13 Approx. 10 min.	<p>Opener/Energizer. An energizer helps loosen people up and gets them thinking about the material and its practical application within the dealership, particularly to their job.</p> <p>This exercise is designed to provide your team an opportunity to discuss, debate, and decide some important points about the use of cell phones in your department.</p> <p>IMPORTANT: If your department has a policy restricting the use of personal cell phones during working hours you may wish to hold a discussion about the pros and cons associated with each aspect of the policy.</p>	<p>In <i>Using Your Cell Phone at Work</i>, the author outlines some best practices associated with the use of personal cell phones during working hours.</p> <p>Step One — review existing cell phone policies and discuss the relevancy of each policy. Does the policy work, should it be re-emphasized, modified, or discarded.</p> <p>Step Two — review the guidelines in the article and discuss the wisdom of incorporating them into your department's cell phone policy.</p> <p>Step Three — open the discussion to include ideas about other best practices that participants may be aware of that should be considered for adoption.</p> <p>IMPORTANT: Once your cell phone policy is firm, put it in writing, have each employee sign it, and place the signed copy in their employment file.</p>
Contingency Plans Work Page 8 Approx. 15 min.	<p>In this exercise you will ask your consultants to assess your business in terms of how well prepared you are to handle contingencies where customer demand is high and there may not be adequate existing staff to cover.</p> <p>There are a variety of options you can discuss. The most important thing to keep in mind is that it is unacceptable for business volume to continually overwhelm the business without contingency planning.</p>	<p>In the article <i>Contingency Plans Work</i>, the author writes about a very busy Parts Counter. It got so busy with calls and counter traffic a phone customer got lost in the mix. When he complained, the consultant asked the customer to excuse the error because they were swamped.</p> <p>Let's see what we can do to develop some contingency ideas for our department. Please tell me, when we are short on help in our department:</p> <ol style="list-style-type: none"> 1. What can we do to cover the phones better? 2. What other people can we call on for help? 3. What kinds of additional distractions can we offer customers who are waiting?
All Approx. 5 min.	<p>Wrap Up — The objective is to have your consultants provide feedback about information they found relevant and helpful in the magazine that was not covered in the meeting.</p> <p>Tip: <i>Do not adjourn without a response to this question. (You may need to offer your own answer and then ask what each person thinks about it.)</i></p> <p>Tip: <i>Another objective of this activity is to set the stage for next month's meeting. Consultants will prepare to answer the questions you may ask. This is a way to hold them accountable for reading the magazine.</i></p>	<p>We have talked about:</p> <ul style="list-style-type: none"> • Using Your Cell Phone at Work • Contingency Plans Work <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <i>Consultant</i> magazine?</p>