

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
Corky's Comments Resolutions Page 2 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 get your staff to discuss some of the things that your dealership or department should resolve to do differently and better in 2019. Encourage your staff to think "outside the box" and provide some feedback to encourage them to bring their best ideas.</p>	<p>In <u>Corky's Comments</u> he writes about New Year's resolutions. Corky mentions the issue in the context of your personal resolutions, but I'd like to take that a step further and have discussion about our dealership or department. Please tell me:</p> <ol style="list-style-type: none"> 1. Name some things that our dealership has previously resolved to do that have not worked out and tell me one thing we could do to get back on track. 2. Name one resolution that we should make in our department that will make us better partners to other departments. 3. Name one resolution that will make us better providers of service to our customers.
Customer Retention Pages 8-10 Approx. 15 min.	<p>This series of articles indicates that exceptional service doesn't just happen. It is the result of a service provider deciding to provide extraordinary service.</p> <p>The objective of this exercise is to have each participant tell you what in the article resonated the most for them.</p> <p>The notion of trust is essential so get your people to share their best trust-building practices with you and their co-workers.</p>	<p>In the Cover Story the author outlines what trust looks and sounds like from an exceptional service provider. Consider the points in the article and tell me:</p> <ol style="list-style-type: none"> 1. One trust builder mentioned that you already do and describe its effect. 2. One trust builder that you don't do consistently but you want to. <p>Now, consider all of your interactions with customers and tell us what you have found to be especially effective as a best practice to building trust with customers.</p>
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"> • Resolutions • Trust <p>In addition to these subjects, what other one article or bit of information stands out for you in this month's <u>Consultant</u> magazine?</p>