

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
Skills of Self Adjustment Page 4 Approx. 10 min.	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. The article outlines how even the best people can get tired and lose energy throughout the day. This is especially true toward the end of the day. For you to have the best possible environment for great service, people who are tired will need help re-energizing. Participants will need a copy of article.	In the article <u>Skills of Self Adjustment</u>, the author writes about how it is normal for people to lose energy as the day wears on. This is normal but it can result in uneven service for customers who visit later in the day. I want to talk about the things we can do to ensure that we stay energized and all our customers receive exceptional service. Please tell me: 1. Which of the tips in the article have you used to good effect or which one would you be inclined to try? 2. What do you do to re-energize as the day wears on? 3. How can we help our people maintain their energy?
Liaison Pages 8 & 9 Approx. 15 min.	The objective of this exercise is to help your consultants understand the importance of being an effective liaison for GM, your dealership and your customers. The objective is to get your participant's help in identifying areas of need and to identify how areas of strength can be leveraged. Participants will need a copy of article.	In the article <u>Liaison</u>, the author writes about how one skills of a good Parts or Service Consultant is that of a Liaison. This is a person who works to ensure people inside and outside of the company have their needs and interests looked after. There are four connections outlined in the article. Please tell me about one strength and one need for us in each category. 1. GM to dealership 2. Dealership to customer 3. Customer to technician 4. Customer to leadership
All Approx. 5 min.	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. 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> 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>	We have talked about: • Skills of Self-Adjustment • Liaison 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?