

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
Go Green Page 12 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>The objective of this exercise is to re-emphasize the importance of communication about MPVI results.</p>	<p>In the article <u>Go Green</u>, the author writes about the importance of reviewing MPVI results with customers before they leave. We need to be sure the customer understands the value of the tool/process.</p> <ol style="list-style-type: none"> 1. Where is our weak spot with the MPVI? What part of the process needs to be improved? 2. What elements of the MPVI should be reviewed with customers every time — regardless of the technician's scores?
The End is Critical Page 5 Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand that every aspect of service needs to be done well because one mistake or oversight can be reason for a defection.</p> <p>Work with your team to identify where within the customer's experience are you most vulnerable to error and defection.</p>	<p>In the article <u>The End is Critical</u>, the author writes about a near perfect service experience. Everything was exceptional until the customer discovered a rear window was left open during a car wash. That one error may have cost the dealership a good customer.</p> <ol style="list-style-type: none"> 1. What parts of our process are the most susceptible to errors? What can be done to correct it? 2. What can we do ensure 100% quality in every aspect of the customer's experience?
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"> • Go Green • The End is Critical <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>