

PARTS 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
Patience Page 7 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 consultants to think about and discuss the kinds of things that customers do that challenges your consultant's patience. Additionally, you will ask your consultants to share and/or brainstorm best practices.</p>	<p>In the article <i>Patience</i>, the author writes about the virtues of being patient when faced with a customer who challenges your ability. People can consume a lot of time asking questions and explaining their needs. The conversation can also get off track while they tell you about aspects of their lives.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> 1. What are some of the most common ways your customers test your patience? 2. Share some best practices that you have used to prevent losing your patience or having it become evident to your customer.
The Final 5 of the Top Ten Page 10 Approx. 15 min.	<p>In this exercise you will ask your consultants to evaluate their performance in terms of the five best practices you can use to improve the service your provide your most important internal customer – The Technician.</p> <p>Improved service to the technician can mean increased productivity and additional parts sales. Take this opportunity to evaluate your consultant's perception about the important role technicians play.</p>	<p>In the article <i>The Final 5 of the Top Ten</i>, the author outlines 5 things that Parts Consultants can do to provide better service to our best internal customer – our Technicians.</p> <p>Please assess our performance on scale of 1 to 5 (5 being the best) as it applies each of the recommendations.</p> <ol style="list-style-type: none"> 1. Parts Carts — available for easy transfer of goods. 2. Shotgun Procedure — parts urgency. 3. Shotgun Delivery — deliver parts to techs. 4. 21st Century Communications — status communication. 5. Follow Up — ensuring technician satisfaction.
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"> • Patience • The Final 5 of the Top Ten <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>