

# 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
<b>Patience</b> Page 7  Approx. 10 min.	<p><b>Opener/Energizer.</b> 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"> <li>1. What are some of the most common ways your customers test your patience?</li> <li>2. Share some best practices that you have used to prevent losing your patience or having it become evident to your customer.</li> </ol>
<b>Simple Steps to More Sales</b> Page 6  Approx. 15 min.	<p>In this exercise you will ask your consultants to evaluate their performance in terms of the three steps to sales outlined in the article.</p> <p>During this discussion you may wish to discuss some of the things you can do to help support effective execution of any of the steps outlined in the article.</p>	<p>In the article <i>Simple Steps to More Sales</i>, the author writes about a three-step process designed to help people with limited time to make a necessary sale.</p> <p>I'd like to take some time to discuss the steps and have you evaluate how we are as a team in terms of executing each of the steps. One a scale of 1 to 5 (5 being highest) tell me how do we rate:</p> <ol style="list-style-type: none"> <li>1. Establishing the Need</li> <li>2. Outlining the Benefits</li> <li>3. Asking for Sale</li> </ol> <p>What can we do to help improve the execution of any of the steps?</p>
<b>All</b>  Approx. 5 min.	<p><b>Wrap Up —</b> 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><b>Tip:</b> <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><b>Tip:</b> <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"> <li>• Patience</li> <li>• Simple Steps to More Sales</li> </ul> <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>