

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
Meeting the Needs of Technicians Page 4 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 and develop ways for technicians to feel more supported than ever.</p> <p>It is important that technicians feel that they are an important part of the team.</p>	<p>In the article, <u>Meeting the Needs of Technicians</u>, the author writes about how if techs are kept working — everyone benefits. Nothing could be truer.</p> <p>Regarding the four main elements of the article, let's see if we can come up with some ways to help our techs. Please tell me:</p> <ol style="list-style-type: none"> 1. One thing our department could do to help techs be more productive. 2. One way to improve repair order accuracy. 3. One way we could help our techs feel like important elements of the work we do. 4. One way to help techs feel like they are more a part of our team.
The Time In Between Pages 8 & 9 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>This exercise is designed to get your people to think about how they can take advantage of downtime (or the time in-between) to make meaningful connections with their customers.</p> <p>What kinds of things can be done to improve the relationship with customers during and after the transaction.</p>	<p>In the Cover Story the author writes about how it's important for us to take the available time during and after a transaction to connect with our customers. Our purpose is to create an experience that causes customers to see us as the best place to come to have their needs met. Please tell me:</p> <ol style="list-style-type: none"> 1. Name one thing we could do to better prepare for the customer. 2. The best way to connect with people beyond what they want in the way of service. 3. How many relationship-building calls or connections do you think you could reasonable make every day? What could I do to help you in the effort?
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"> • Meeting the Needs of Technicians • The Time In Between <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>