

# 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
<p><b>The Upside of Comebacks</b> Page 6</p> <p>Approx. 10 min.</p>	<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>The article outlines how it is important to treat comebacks as a rare occurrence. It is unproductive to treat them routinely as the customer can come away thinking it happens all the time.</p>	<p>In the article <u>The Upside of Comebacks</u> the author cautions readers about how comebacks — if they are not handled correctly — can be ruinous. Here are the things he says about how to correctly deal with comebacks. In each case tell me if we are satisfactory or unsatisfactory.</p> <ol style="list-style-type: none"> <li>1. React to the claim with empathy and express how it's unacceptable.</li> <li>2. Accept complete responsibility</li> <li>3. Explain how the problem will be solved</li> <li>4. The comeback experience must be different from the customer's initial experience.</li> </ol>
<p><b>Organized</b> Pages 8 &amp; 9</p> <p>Approx. 15 min.</p>	<p>The objective of this exercise is to help your consultants understand the importance of being organized.</p> <p>You will review a few elements and ask for some self-assessment and ideas for improving organization.</p> <p>You will get freer admissions of organizational weakness if you reveal one of your own first.</p> <p>Make sure everyone has their own copy of the article.</p>	<p>In the article <u>Organized</u> the author outlines 8 traits of an organized person. Please tell me:</p> <ol style="list-style-type: none"> <li>1. One of the eight in the article that you want to work on personally.</li> <li>2. One that our company needs to work on.</li> </ol>
<p><b>All</b></p> <p>Approx. 5 min.</p>	<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>• The Upside of Comebacks</li> <li>• Organized</li> </ul> <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>