

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
Choose to Make a Difference Page 4 Approx. 10 min.	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. The objective of this exercise is to examine if your dealership is being flexible in the execution of policies.	In the article <u>Choose to make a Difference</u> , the author writes about how a dealership was full but made room (an exception) to help a customer in need. Please tell me: <ol style="list-style-type: none"> 1. Describe the last time you made an exception to a rule to help someone. How did it turn out? 2. Describe the last time you were unable to make an exception to a rule or policy. 3. What changes should we make to our processes to make reasonable exceptions more possible?
Use the Right Comeback Words Page 7 Approx. 15 min.	The objective of this exercise is to identify circumstances where a customer has a problem (that your dealership caused) and is being made worse by the remedy. In the article a contractor was late to a business appointment because of a comeback. The dealership was ill prepared for a solution that did not ruin his day.	In the article <u>Use the Right Comeback Words</u> , the author writes about a contractor who was late to a business appointment because of a comeback. The dealership was ill prepared for a solution that did not ruin his day. Please tell me: <ol style="list-style-type: none"> 1. What about our comeback process needs to be changed to benefit our customers? 2. What other solutions do we implement that tend to make things worse and what should we do to change them?
All Approx. 5 min.	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. 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> 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>	We have talked about: <ul style="list-style-type: none"> • Choose to Make a Difference • Use the Right Comeback Words 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?