

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
Differently Abled Opportunities Page 11 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 the degree to which your business can be improved to meet the needs of Differently Abled customers.</p> <p>If there are no physical changes that can be made you may choose to examine the discomfort some feel around Differently Abled people and ways to deal with it more effectively.</p>	<p>In the article, <u>Differently Abled Opportunities</u>, the author writes about helping people who have challenges with mobility. Please tell me:</p> <ol style="list-style-type: none"> 1. Name two things that need to change in our department to make it easier to navigate through the department or one or more of our processes. 2. Name one way we could improve creature comforts for our Differently Abled customers. 3. Tell us about some things you have done or seen done that serve to make a business friendlier for the Differently Abled. 4. Are there any products that you are aware of that would benefit a Differently Abled driver that we should consider selling?
The Weight of Waiting 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 your company can reduce a customer's wait time or make that time more bearable.</p> <p>People appreciate service providers who do not waste their time and take the matter seriously.</p>	<p>In the Cover Story the author writes about how a customer's wait time can have a significant effect on how the customer perceives the business and his subsequent willingness to return. I would like to get some feedback from you about things we can do to improve the customer's experience when waiting. Tell me:</p> <ol style="list-style-type: none"> 1. One thing we can do to occupy customers while they are waiting to be helped. 2. The best way to handle a customer with an appointment who has come in 2 minutes after a walk in. 3. What is the biggest problem we have to solve when it comes to wait time and name one thing that might make it better.
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"> • Differently Abled Opportunities • The Weight of Waiting <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>