

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
Consultant Q&A Page 6 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 article seeks to deal with a common problem in business — namely what happens to the quality of service in a business when it's really busy. Your business must have a contingency plan for maximizing the opportunity during busy times and preventing such circumstances from adversely affecting the quality of service delivered.</p>	<p>In the article, the author makes several recommendations for taking advantage of busy periods. When we are not prepared for an influx of business then the quality of service may very well be compromised. I want to be sure we are doing everything we can to ensure the quality of service is exceptional regardless of how busy we are. Please tell me:</p> <ol style="list-style-type: none"> 1. What do we do especially well when we're busy? What makes it possible? 2. What suggestions made in the article would help us? 3. Tell me one thing we could do to be at our absolute best during busy periods.
Obedience Pages 8 & 9 Approx. 15 min.	<p>The objective of this exercise is to have an engaging discussion with your staff about the policies and practices in your business.</p> <p>Part of the objective is to get your people to help you discover which policies or procedures might be causing more harm than good.</p> <p>Your people are keenly aware of things they must do that tend to waste time or bother customers or generally result in sub-standard service.</p>	<p>In the Cover Story the author writes about the need to have the policies and practices of the business followed. The author makes the point that doing so makes it easier to conduct business. It also makes it possible to provide lots of customers with a consistent quality experience.</p> <p>However, we know there are policies and procedures that might need to be changed or eliminated because they make it tougher to do business. Please tell me:</p> <ol style="list-style-type: none"> 1. One policy that needs to be modified and how. 2. One policy that need to be eliminated completely.
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"> • Quality Service • Obeying the Rules <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>