

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
Livin' On The Edge Page 5 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 steps that will help increase the strength of your team. The author writes that getting to know your co-workers is important. Additionally, it is important that people on the team understand the work and contributions of other on the team.</p> <p>Here you will provide your team several options for improving teamwork. In addition, you may wish to elicit ideas directly from participants.</p>	<p>In the article, <u>Livin' On The Edge</u>, the author, Jon Quade, writes about the importance of teamwork. He mentions that socializing outside of work is a good way to develop a bond with the people you work with. Sometimes, teams will benefit from job sharing – where people get firsthand experience with a team member's job responsibilities.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> 1. What are some good ways to engage with team members outside of work? What kinds of things would work? 2. So that a person in one position can understand the contributions and challenges of someone in another position, what would make for a good policy or practice? 3. How much time should we devote to cross-training? Who should be trained to do what? 4. If there was one job you would like to know more about – which would it be?
Staying Connected 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 a discussion going about the importance and impact of a follow-up connection with your customer. The idea is to provide an unexpected level of service to a customer by connecting with them for no other purpose than to strengthen the relationship. In the process, you may find that the customer has something to share about improving service or they may need additional services.</p>	<p>In the Cover Story the author writes about how a choice to make a follow-up connection is a great chance to deepen the connection with the customer. We are a busy place and it's not possible to call every customer, so I'd like to begin by setting a goal for the number of follow-up calls or connections we're going to start with.</p> <ol style="list-style-type: none"> 1. How many follow-up connections can you make each day: <ol style="list-style-type: none"> a. On the phone b. Via a note or card 2. The article suggested that we concentrate on customers who have had safety-related service done or on people we believe are predisposed to think badly about dealerships. Who should we start with? 3. What materials/support would help you meet this objective?
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"> • Staying Connected • Livin' On The Edge <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>