

# 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  |
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| <b>Stand Out Customer Service</b><br>Page 7<br><br>Approx. 10 min.    | <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>In the article, the author mentions how customers need us to be prepared to answer frequently asked questions. This requires that a business collect the questions that customers ask and take steps to ensure people throughout the business are aware of how to answer them.</p> <p>This brainstorming/assessment activity will help you determine if you need to improve performance in this area.</p>             | <p>In the article <i>Stand Out Customer Service</i>, the author mentions that today customers expect that their service providers have ready answers to their questions. This requires that the business keep track of and become aware of the kinds of questions that customers regularly ask.</p> <p>I'd like to take some time to assess our business performance in this area. Please tell me:</p> <ol style="list-style-type: none"> <li>1. What are the three most commonly asked questions by customers in our department?</li> <li>2. Do we have a consistent correct answer to the three most commonly asked questions? If no, what do we need to do to get everyone on the same page?</li> <li>3. Give me an example of a question that you may hear for which we do not have an acceptable answer.</li> </ol>                                  |
| <b>Making Quarter Time Work</b><br>Pages 8 & 9<br><br>Approx. 15 min. | <p>This is a discussion that is designed to identify the strengths and weaknesses associated with the vehicle inspection and reporting process in your dealership.</p> <p>You must be open to hearing the root causes of any problems your participants choose to bring up. This means don't suggest that feedback does not have merit without investigating the matter first. Additionally, don't allow participants to "finger point" or blame others for poor execution. Encourage everyone to come to the issue giving others the benefit of the doubt. Finally, encourage people to offer positive solutions.</p> | <p>In the article <i>Making Quarter Time Work</i>, the author shares a story about how quarter time is supposed to work in a dealership. The basic idea is that within the first 25% of the time a vehicle is in the shop, the technician has completed the MPVI and given feedback to us so that we can give the customer an opportunity to act on it, before the vehicle is off the lift.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> <li>1. What do we need to do to make quarter time work here?</li> <li>2. What is the primary impediment to ensuring the program works correctly?</li> <li>3. What tools do we need to develop to make quarter time work better between technicians and consultants?</li> <li>4. What tools do we need to develop to make quarter time work better between consultants and customers?</li> </ol> |
| <b>All</b><br><br>Approx. 5 min.                                      | <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>• Stand Out Customer Service</li> <li>• Making Quarter Time Work</li> </ul> <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>   |