

# PARTS 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>Defeating Distractions</b><br>Page 12<br><br>Approx.<br>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>This exercise is designed to get your staff to talk about the best ways to prevent distractions from adversely affecting their customer's experience.</p> <p>You must have a plan in your department for how one person might interrupt a conversation a co-worker is having with a customer.</p>   | <p>In the article <u>Defeating Distractions</u>, the author writes about how a distracted service provider can turn a customer off to a business. The objective is to minimize distractions and to purposely focus on the customer. Additionally, we must agree up front how and under what circumstances we will interrupt a co-worker who is engaged with a customer.</p> <ol style="list-style-type: none"> <li>1. What are some things that you do to prevent circumstances (ambient noise, phones ringing, and the like) from interfering with a customer interaction? Give me your best tactic.</li> <li>2. Let's take a moment and discuss what the rules should be about when and how one of us would interrupt a co-worker who is speaking with a customer?</li> </ol>  |
| <b>Cover Story Transformative Technology</b><br>Pages 8-9<br><br>Approx.<br>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 and discuss the application of technology in your store and the affect it has on their customer's experiences.</p> <p>The objective is for your group to identify opportunities to warm up customer relationships through the connected use of technology.</p>   | <p>In the article <u>Transformative Technology</u>, the author cautions readers to not allow technology to get in the way of starting or furthering customer relationships.</p> <p>Additionally, the reader is cautioned not to implement technology without a careful plan and the training that will make its use worthwhile. With that in mind, please tell me:</p> <ol style="list-style-type: none"> <li>1. What technology do we use that works well? What do you like about how it impacts your customer's experience? How could we leverage it?</li> <li>2. What technology is making it more difficult for the customer? What is the impact and what should we do?</li> <li>3. Give me an example of one technology we have that could work better to the purpose of improving customer relationships?</li> </ol> |
| <b>All</b><br><br>Approx.<br>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>• Defeating Distractions</li> <li>• Transformative Technology</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>   |