

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
Defeating Distractions Page 12 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 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"> 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. 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?
Cover Story Transformative Technology 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 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"> 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? 2. What technology is making it more difficult for the customer? What is the impact and what should we do? 3. Give me an example of one technology we have that could work better to the purpose of improving customer relationships?
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"> • Defeating Distractions • Transformative Technology <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>