

# 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
<b>The Shuttle Experience</b> Page 4  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>This exercise is designed to get your staff to discuss how to make improvements in your customer's shuttle experience.</p> <p>Your discussion can range from setting clear expectations of the Shuttle Driver to methods of recording and communicating feedback from drivers about concerns or needs expressed by riders, or ways of improving the overall experience.</p>	<p>In the article, <u>The Shuttle Experience</u>, the author writes about how a well-connected Shuttle Driver can really help to improve the customer's overall experience in the dealership. I want to hear your candid opinions and ideas about the following:</p> <ol style="list-style-type: none"> <li>1. Are our drivers doing a good job of connecting with riders? If no, what changes do we need to make and if yes, how can we leverage the strength?</li> <li>2. Do our Shuttle Drivers communicate well enough about what they hear from our customers in terms of what they like or don't? How can we improve this?</li> <li>3. What is the best way for our Shuttle Drivers to communicate customer concerns?</li> <li>4. What other things should we do to improve our customer's experience in the shuttle?</li> </ol>
<b>Banking on Your Future</b> 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>Be sure every participant has read the article. Be sure each person has a copy of the article handy to refer to during the interaction. As people provide new best practices for building trust, ask others to make notes and do so yourself to the purpose of building a best-practice element to share with others.</p>	<p>In the Cover Story the author writes about the importance of building trust with customers before you ask your customer to simply trust you. The article outlines lots of things that can be done to build a trust account with customers that will help them see you as the best possible alternative to your competition.</p> <p>Consider the recommendations in the article and tell me:</p> <ol style="list-style-type: none"> <li>1. Which of the recommendations are things you already do?</li> <li>2. What suggestion resonated with you the most, and why?</li> <li>3. Name one thing that isn't in the article that you do to build trust?</li> </ol>
<b>All</b>  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>• The Shuttle Experience</li> <li>• Building Trust</li> </ul> <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>