

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
<p>The Comeback Reason Page 5</p> <p>Approx. 10 min.</p>	<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 article seeks to help readers understand the need to deal with comebacks with a sense of urgency and in a way that the customer does not think the problem will not be resolved.</p> <p>There must be a different path to the solution than the one that was part of the problem.</p>	<p>In the article, the author makes the point that we should not put the comeback customer through the same process or experience that was part of the cause of the problem.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> 1. What aspects of our comeback process are working? 2. What aspects of our comeback process are not working and what would you suggest we do to correct it? 3. One thing we should all do to reduce comebacks.
<p>Thrifty Pages 8 & 9</p> <p>Approx. 15 min.</p>	<p>The objective of this exercise is to have an engaging discussion with your staff about the policies and practices in your business.</p> <p>Part of the objective is to get your people to help you provide service in the most positive way possible.</p> <p>You will engage with your people to the purpose of a conversation about the value of being thrifty.</p>	<p>In the Cover Story the author writes about the value of being Thrifty. The writing dealt with being thrifty to the purpose of improving profitability and being thrifty to the purpose of not being thrifty with the service we provide our customers. Please tell me:</p> <ol style="list-style-type: none"> 1. Where is waste the most evident here and what should we do to eliminate it? 2. Are there any things we need to do to help our customers manage (be more thrifty) in relation to the costs of repair? 3. Are there any cases where we are too thrifty in terms of the time we spend with customers?
<p>All</p> <p>Approx. 5 min.</p>	<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"> • The Comeback Reason • Thrifty <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>