

# 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>A Conversation You Do Not Want</b> Page 6  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>The article examines the importance of ensuring that the time commitments established by your consultants are kept and customers do not experience delays that go past the promise time.</p>	<p>In the article <u>A Conversation You Do Not Want</u>, the author writes about a customer who decided to defect from a dealership because they did not keep to their time promises and did not take their errors seriously. Please tell me:</p> <ol style="list-style-type: none"> <li>1. What do we need to do to improve our on-time performance?</li> <li>2. How do we prevent a circumstance where we need and decide to take more time, but the customer is not told?</li> </ol>
<b>The Battery</b> Pages 8 & 9  Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand the importance of testing batteries and identifying the need (through test) in your Service Lane for battery replacement before the vehicle fails during the first cold snap.</p> <p>You should debate the upside of battery testing in the Service Lane and try to incorporate it into your initial service process.</p>	<p>In the article <u>The Battery</u>, the author provides lots of details about battery features and feedback about how to identify the need for replacement. It is clear that he is convinced that Service Lane testing is the way to go. Please tell me:</p> <p>If you do not test in the lane</p> <ol style="list-style-type: none"> <li>1. Could this process work for us and how do you think it should go? Describe the steps that you think are doable.</li> </ol> <p>If you do test in the lane:</p> <ol style="list-style-type: none"> <li>1. What aspects of our current in lane testing needs to be changed?</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>• A Conversation You Do Not Want</li> <li>• The Battery</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>