

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
Corky's Comments Page 2 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>In the article, Corky writes about how some people in the service or parts business tend to focus on order taking. Corky mentions that a true consultant takes the time to learn about customer needs and makes recommendations consistent with those needs.</p> <p>Your objective is to get participants to talk about the specific things they do that go past simply taking orders.</p>	<p>In his column, Corky writes about the differences between an "order taker" and someone in our business who takes the time to consult to the purpose of discovering needs and taking action to ensure the customer's needs are met.</p> <p>Essentially, Corky does not see a lot of value in people who simply take orders — choosing to perhaps ignore the customer's other needs. Please tell me:</p> <ol style="list-style-type: none"> 1. What are some of the things that get in the way of good consulting and what can we do to counter them? 2. What are some of the things you do regularly to provide exceptional consulting? What's your strongest consulting strategy?
The Look and Sound of Teamwork Pages 8 & 9 Approx. 15 min.	<p>This is a discussion that is designed to identify the strengths and weaknesses associated with your processes as it relates the teamwork necessary for quarter time to work correctly.</p> <p>You will be asking your participants to evaluate the current effectiveness of the team and make recommendations about what to do to course correct.</p> <p>It will be important to ask your participants to steer away from undue criticism or griping. Encourage them to think positively.</p>	<p>In the article <i>The Look and Sound of Teamwork</i>, the author continues a story he began in last month's issue. The story unfolds by revealing how members of the Fixed Operations team work together to make quarter time a reality.</p> <p>I would like to take some time to talk about what our team needs to do to make quarter time work more effectively. What do we need the following team members to do differently?</p> <p>Technicians Service Consultants Parts Consultants Management</p>
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"> • Corky's Comments • The Look and Sound of Teamwork <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>