

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
Dress Your Mind for Success Page 13 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>The article examines the importance of coming to work well prepared to meet the day's challenges. This means coming into work with the right mind set and preparing well for customers.</p>	<p>In the article <u>Dress Your Mind for Success</u>, the author writes about the importance of being mentally and physically prepared for the day. Please tell me:</p> <ol style="list-style-type: none"> 1. What kind of a routine do you have for the time between you get and arrive at work that helps you prepare for the day? 2. What are some of the things that you do once you arrive at work to ensure your day goes more smoothly than it would otherwise.
Brakes Pages 8 & 9 Approx. 15 min.	<p>The objective of this exercise is to help your consultants understand the important role that brakes play improving sales and customer retention.</p> <p>This is an opportunity to identify where your staff thinks there are weaknesses or needs in your brake program. Part of your objective should be to assess your consultant's perspective about the marketability of brake work in your dealership.</p>	<p>In the article <u>Brakes</u>, the author provides lots of details about brake functionality. Additionally, Disc Pads, Calipers and Rotors are broken down. The key to achieving brake sales is the MPVI. The need for replacement needs to be made with the customer within quarter time because if the vehicle comes off the lift the chances of capturing the sale are reduced. Tell me:</p> <ol style="list-style-type: none"> 1. What do we need to do to make quarter time work more effectively? 2. What would make it easier to quote replacement costs for brake components? 3. What one thing should be changed to achieve more brake sales?
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"> • Dress Your Mind for Success • Brakes <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>