

GET THE MOST OUT OF YOUR MEETINGS

- ✓ Use this planner to conduct short meetings each month using material from Consultant magazine.
- ✓ All you need to say and do is right here.
- ✓ Meeting times are short.
- ✓ Lessons are designed to improve performance and results of your Consultants.

Article & Page	Activity	Manager's Script
Service Recovery Pages 8 & 9 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 objective of this exercise is to engage your consultants in a discussion about the strong and weak elements of your service recovery system.</p>	<p>In the article <u>Service Recovery</u>, the author outlines a process that you can follow to recover from errors made that affect the customer's experience. Let's look at the 8 steps listed on pages 8 and 9 and please tell me:</p> <ol style="list-style-type: none"> 1. Which one would you consider our biggest strength and why? 2. Which one is our most glaring need and what should we do to make it stronger?
Bad Assumptions Lead to Defection Page 11 Approx. 15 min.	<p>The objective of this exercise is to encourage your consultants to develop a strategy for identifying the areas of service where we make incorrect assumptions which adversely affect the customer's experience.</p> <p>Ask your team to think through times when the customer has taken exception because of assumptions we have made.</p>	<p>In the article <u>Bad Assumptions Lead to Defection</u>, the author writes about a consultant who thought he knew a customer well enough to authorize an additional \$200 in recommended repairs without getting the customer's permission. That is obviously big trouble and a huge mistake.</p> <p>Please tell me:</p> <ol style="list-style-type: none"> 1. Where do we tend to make assumptions that get us into trouble with customers? How will we correct this? 2. Where do customers make assumptions that make it difficult to provide good service? What do you see as a remedy?
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"> • Service Recovery • Bad Assumptions Lead to Defection <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>