

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>You Must Take Responsibility Page 7</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 help people regardless of how packed our schedule might be. The objective is to brainstorm the things that need to be done to make it possible to squeeze someone in and create a story in the process.</p>	<p>In the article, <u>You Must Take Responsibility</u> the author writes about a customer who was disappointed he couldn't be fit in. The consultant was indifferent to the customer's need and it caused a defection.</p> <ul style="list-style-type: none"> • What are some things that we can do to prevent this kind of occurrence in our business? • When a customer has a need that we cannot fit in, describe what can be done to prevent the customer from defecting? • Are there any things that we need to change structurally or otherwise to prepare properly for contingencies?
<p>Reverence 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 extent to which they honor the elements outlined in the article.</p> <p>You will ask your participants to provide feedback about three categories of concern:</p> <ul style="list-style-type: none"> • Process • Co-workers • Customers 	<p>In the Cover Story the author writes about the importance of being reverent — honoring our processes, your co-workers, and our customers.</p> <ul style="list-style-type: none"> • Name a process that needs to be revised or improved? What would you do differently? • What one thing do other departments count on us for that we need to do better? What one thing do we count on other departments for that they could do better? • What is the best way to honor our customers? What do you do?
<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"> • You Must Take Responsibility • Reverence <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>