

Service Advisor Success



CONTENTS

Training Segment	Time	Complete/Date
# 1 Introduction- Who is Don Tipton	13.5 min	<input type="checkbox"/> _____
# 2 Why am I Here? Why am I Important?	8.0 min	<input type="checkbox"/> _____
# 3 What Does a Service Advisor Do?	5.0 min	<input type="checkbox"/> _____
# 4 What is a Service Advisor Worth?	3.0 min	<input type="checkbox"/> _____
# 5 Repair Order Documentation	18.5 min	<input type="checkbox"/> _____
# 6 Management of Tech Time Inventory	21.5 min	<input type="checkbox"/> _____
# 7 The Search for Excellent Service	8.1 min	<input type="checkbox"/> _____
# 8 Operating in the New Retail World	8.0 min	<input type="checkbox"/> _____
# 9 The Power of Perception	18.1 min	<input type="checkbox"/> _____
#10 Where is Your Focus?	9.3 min	<input type="checkbox"/> _____
#11 Staying in Control of the Customer's Experience	11.0 min	<input type="checkbox"/> _____
#12 What Does the Customer Value?	3.5 min	<input type="checkbox"/> _____
#13 12 Mistakes You Don't Want to Make	4.5 min	<input type="checkbox"/> _____
#14 The Importance of First Impressions	12.5 min	<input type="checkbox"/> _____
#15 How to Identify Customer Needs	5.8 min	<input type="checkbox"/> _____
#16 The Vehicle Walk Around	5.0 min	<input type="checkbox"/> _____
#17 The Importance of Listening	11.5 min	<input type="checkbox"/> _____
#18 Art of Giving the Customer What They Really Want	6.5 min	<input type="checkbox"/> _____
#19 Understanding the Customer's Concerns	6.3 min	<input type="checkbox"/> _____
#20 Offering Recommendations	6.3 min	<input type="checkbox"/> _____
#21 Importance of Multi-Point Inspections	5.0 min	<input type="checkbox"/> _____
#22 Overcoming Customer Objections	5.8 min	<input type="checkbox"/> _____
#23 How to Get the Customer Back Over and Over	7.0 min	<input type="checkbox"/> _____
#24 The Status Update	3.3 min	<input type="checkbox"/> _____
#25 Performing the Multi-Point Inspection	5.0 min	<input type="checkbox"/> _____
#26 Vehicle Delivery and Final Customer Contact	4.0 min	<input type="checkbox"/> _____
#27 Your Responsibility for Open Repair Orders	9.0 min	<input type="checkbox"/> _____
#28 Focus on Customer Service	2.0 min	<input type="checkbox"/> _____
#29 Using ALL Your Tools	2.5 min	<input type="checkbox"/> _____
#30 Starting Your Day With a Plan	2.0 min	<input type="checkbox"/> _____
#31 Let's Recap	6.5 min	<input type="checkbox"/> _____