



Service Advisor

Supercharged Service Selling Course™

10-31 & 11-1, 2017*

Denver, CO

One-Day Course held back to back over two days so you can send all of your Advisors

This exciting and informative course will teach Advisors how to stop "Servicing Customers" and how to start "Serving Customers" it will teach them how important, it is to demonstrate Charm and Grace when serving customers. This course includes extensive role-play and interactive group discussions on how individuals can do their job more effectively.

Program at a Glance: Peter Kowcz of Edwards & Associates Consulting, Inc. will lead This College. Peter has over 20 years in the Automotive Service Industry with global experience managing Service Departments. Peter has been teaching this class for years now with tremendous response for everyone who attends.



Advisors will leave this class having studied:

- ⚙ How to transition from Servicing Customers to Serving Customers
- ⚙ Why Charm and Grace are important
- ⚙ Positive Meeting and Greeting Techniques
- ⚙ How and When to Present the MPI
- ⚙ Effective Vehicle Walk Around Process
- ⚙ Keeping Your Customer Informed During the Repair Process
- ⚙ Conducting an "Active Delivery"
- ⚙ Effective Closing Techniques
- ⚙ Structuring the Repair Estimate
- ⚙ Proper Telephone Techniques
- ⚙ Setting and Achieving Service Sales Goals
- ⚙ Effective Closing Techniques
- ⚙ Setting the Next Appointment
- ⚙ Success Habits of Highly Successful Service Consultants

Here is what past attendees said about this course

"Edwards & Associates helped us change our culture from just order taking, to a customer and retail oriented environment" –Brian K.

"Edwards & Associates help and direction allowed our Service Department to dramatically increase its profitability...and we continue to improve each year" –Harold J.

Supercharged Service Selling™

Course Enrollment Form

For October 31, 2017 Course ■ Course Location: Denver, Co

Deadline for enrollment is October 10, 2017

Course Cost per day: \$550.00

There are a limited numbers of seats. Please submit your enrollment as soon as possible.

Dealership Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Contact Person:

Email:

Name:

Email Address:

Amount:

Name:

Email Address:

Amount:

Name:

Email Address:

Amount:

How did you hear about this Course? Referral E-Mail Ad Other

If Other, please explain:

Please email enrollment to dee@edwardsconsult.com or fax to 704-454-5070

Payment by Check _____

Make Checks Payable to

Edwards & Associates Consulting, Inc.

P.O. Box 621360

Charlotte, NC 28262

Payment by Credit Card Visa _____ MasterCard _____ American Express _____

Card Number _____ **Expires** _____ **Three or Four Digit Code** _____

Note: all payments MUST be received prior to class

Questions? Call 1-800-708-7587 *In the event a program does not run, we refund all fees. If you must cancel, there are no refunds but you may apply the full amount as a credit against any future workshop within one year.*

***Classes are not “confirmed” until we receive eight (8) enrollments. When we receive your enrollment, we will notify you when the class is confirmed.**

Edwards & Associates

Consulting • Training • Research

Profitability Consultants to the Automotive Service Industry

Supercharged Service Selling™

Course Enrollment Form

For November 1, 2017 Course ■ Course Location: Denver, Co

Deadline for enrollment is October 10, 2017

Course Cost per day: \$550.00

There are a limited numbers of seats. Please submit your enrollment as soon as possible.

Dealership Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Contact Person:

Email:

Name:

Email Address:

Amount:

Name:

Email Address:

Amount:

Name:

Email Address:

Amount:

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