



## Service Manager College Course™

August 14 - 16, 2018\*

Charlotte, NC

*This course will Train Your Service Managers to Produce Top Profits and Top CSI*

Edwards & Associates, the leading experts in Fixed Operations, presents Service Manager College Course™. This informative Course will help Managers find new ways to increase Sales, Productivity, Profitability and CSI.

***“Others can teach you the ABC’s of Service Management... I will teach you how to Net 20% AND obtain CSI Scores in the top 3% nationally”***  
–Larry Edwards

**Program at a Glance:** Larry Edwards, Chairman and CEO of Edwards & Associates Consulting, Inc. developed this College Course. Larry is the Author of the book “American Automobile Industry”. Larry has published over 150 articles on strategy, innovation, teambuilding, leadership, diversity, managing Dealership Service, Parts, Collision Shops and Independent Repair Facilities.



### Managers will leave this class having studied:

- How to Produce 20% Net to Sales
- How to Develop an Effective Service Marketing Plan
- How to Retain 90% Or More of the New Vehicle Purchasers as Repeat Service Customers
- How to Choose the Right Production System for Your Service Department
- How to Grow Your Customer Pay Business by Double Digits
- How to Develop Pay Plans That Get Results
- How to be a Great Leader
- E&A’s Patented Customer Handling Processes, Techniques, and Best Practices

### Here is what past attendees said about this course

*“Working with E&A has been a pleasure and financially rewarding to our Auto Group. The processes that we have incorporated have created a strong sustained growth obtaining over 105% Fixed Absorption. We have seen CSI become consistent and sustained over National averages for all our makes. In today’s market place, it is assuring to see an excess of 20% Service Net Profit every month.”* -Joe R.

*“I feel your teachings have inspired, motivated, and helped me to excel both personally and professionally. In 11 years, I have advanced from Service Manager, to Parts and Service Director, to my current position as Executive Manager of the store I work at. My employer also recognizes the impact you have had on me, my Departments, and now, on the other Managers he is sending to your classes. Please keep the information, education, and inspiration coming!”* -Rick H.

# Service Managers College Course™

## Course Enrollment Form

Course Dates: August 14 – 16, 2018\* ■ Course Location: Charlotte, NC

Deadline for enrollment is July 20, 2018

**Course Cost: \$2,995.00**

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](mailto: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 five 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*