



An ADP Company

SERVICE ADVISOR SKILLS TRAINING

Welcome to Performance Inc.'s Service Advisor Skills Training powered by Traver Technologies. We are the industry innovator and leader in providing engaging and interactive online training. We are providing you with 24 powerful and relevant Service Advisor courses designed to help you maximize your business.

	S	M	T	W	T	F	S
SEPTEMBER	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30					

	S	M	T	W	T	F	S
OCTOBER			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30	31		

	S	M	T	W	T	F	S
NOVEMBER						1	2
	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30

	Module	Description	Duration	Date	Module	*Time
SEPTEMBER	16 Legible Repair Orders	No one can read chicken scratches. Enough said.	30	September 3	16	10:00a
	How To Apologize	Apologizing is an art and a science. It does not mean saying that you are sorry over and over and over	30	September 4	17	10:00a
	17 Handling Difficult Customers	We cannot eliminate difficult customers. We can, however, work with them and appreciate their value.	60	September 5	18	10:00a
	18 Handling Angry Customers	What is it that angry customers want? What can we do to soothe them?	60	September 10	16	2:30p
				September 24	17	2:30p
				September 25	18	2:30p

	Module	Description	Duration	Date	Module	*Time
OCTOBER	19 Six Possibilities To Maintain The Investment	Boats and trailers offer at least six opportunities for a sale. Are we taking advantage of these opportunities to maintain the product?	60	October 9	19	10:00a
	20 Getting Organized	We have to organize our day to get everything done that we want done. This includes paperwork as well as customer boats.	60	October 10	20	10:00a
	21 Conflicting Expectations, Interdepartmental Barriers & Poor Deliveries	Everyone working in a store has their own needs. There are things we can do to bring everyone together.	60	October 23	21	10:00a
				October 24	19	2:30p
				October 29	20	2:30p
				October 30	21	2:30p

	Module	Description	Duration	Date	Module	*Time
NOVEMBER	22 De-Stressing Ourselves	Bad news, being blamed for things that are out of our control: There are things we can do to eliminate stress.	60	November 5	22	10:00a
	23 Studying Failure	What did I do to cause the problem? How can I eliminate the issue in the future?	60	November 6	23	10:00a
	24 Handling Difficult Technicians	His objective may not be my objective. Making it a win-win might smooth things over.	30	November 7	24	10:00a
	Manufacturer/Vendor Relations	If it is no problem for me, I can help them out if it makes my life easier than it is.	30	November 12	22	2:30p
				November 20	23	2:30p
				November 21	24	2:30p

*Eastern Time

ACCESS YOUR TRAINING SITE - www.performancebou.com

- No pre-registration
- Access class up to 25 minutes before the scheduled time
- Classes are closed 5 minutes after the scheduled time

Learning Toolbox - Available on your Personal Education Plan as you log in.



Click the Play button to attend class.



Access course workbooks, view the class schedule and send calendar reminders.

CONFERENCE CALL

1-800-377-0237

- Attendee pin **8861425#**



For questions, contact: Darlene Granados 281.886.1425 | darlene.granados@adp.com

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