

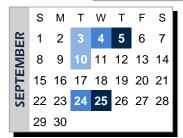






SERVICE ADVISOR SKILLS TRAINING

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.



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2			1	2	3	4	5
SBE	6	7	8	9	10	11	12
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	24	25	26	27	28	29	30

	Module	Description	Duration
TEMBER	Legible Repair Orders	No one can read chicken scratches. Enough said.	30
	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
	17 Handling Difficult Customers	We cannot eliminate difficult customers. We can, however, work with them and appreciate their value.	60
SEI	18 Handling Angry Customers	What is it that angry customers want? What can we do to soothe them?	60

Date	Мо	dule	*Time
September			10:00a
September	4	17	10:00a
September	5	18	10:00a
September			2:30p
September	24	17	2:30p
September	25	18	2:30p

	Module	Description	Duration
2	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?	
OCTOBE	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.	
	Conflicting Expectations, 21 Interdepartmental Barriers & Poor Deliveries	Everyone working in a store has their own needs. There are things we can do to bring everyone together.	60

Date	Module	*Time
October 9	19	10:00a
October 10	20	10:00a
October 23	21	10:00a
October 24	19	2:30p
October 29	20	2:30p
October 30	21	2:30p

	Module	Description	
(A)		Bad news, being blamed for things that are out of our control. There are things we can do to eliminate stress.	
MBE	23 Studying Fallifa	What did I do to cause the problem? How can I eliminate the issue in the future?	60
NOVE		His objective may not be my objective. Making it a win-win might smooth things over.	30
		If it is no problem for me, I can help them out if it makes my life easier than it is.	30

Date	Module	*Time
November 5	22	10:00a
November 6	23	10:00a
November 7	24	10:00a
November 1	2 22	2:30p
November 2	20 23	2:30p
November 2	21 24	2:30p
	*	Eastorn 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#

