

Automotive Service Professionals



Automotive Service Association Midwest

Now serving Missouri, Kansas, Iowa, Nebraska, Arkansas and Oklahoma

Kansas City / Lawrence / Topeka Automotive Service Professionals

Tuesday, June 19, 2018

6:30 - 9:00 pm

The Art of Checking in a Customer

**Presented in person by
David Eschbach
owner of Spirit One Consulting**

**WHO IS THIS TRAINING FOR:
Shop Owners, Managers, and
Service Advisors**

LOCATION:

**Matt Ross Community Center
Vista / Plaza Room
8101 Marty
Overland Park, KS 66204**

**\$45 for ASA-Midwest Members
\$95 for non-members**

Includes dinner & training

This presentation dissects the process of checking in the customer. All too often the service writer/ adviser checks in the customer using only the information the customer is prepared to provide. The Art of Checking in the Customer details a series of eight logically arranged questions to ensure we are harvesting the right information.

- Understanding that coaching your team is more efficient and effective if you are using an established system.
- Defining how logically arranged questions will influence the customer to provide more information.
- Define how using an established process is more efficient and will positively affect work flow and billable time.

Registration Form

Company: _____ **Phone:** _____

Attendees: _____

Credit Card : _____

Name on the Card: _____

Exp. Date: _____ **CVC Code:** _____

Billing Address: _____ **Zip:** _____

**Fax to 816.817.2260
Or call ASA-Midwest at 816.413.9800**

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