



# Service Managers Guide to Shop Performance

presented in person  
by AutoZone

This course was designed by shop owners, service advisors and technicians for fellow shop owners, service advisors and technicians. Course combines practical tips on measuring and improving your shop's performance along with time proven people and communications skills.

During the course, participants will:

- o Learn how to measure your shop's performance and efficiency
- o Set goals and achievement plans
- o Learn to recruit and retain a winning team

Register at [MWACA.org/events](http://MWACA.org/events)  
Questions? 816.413.9800

## Wichita Chapter



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for owners,  
managers  
service  
advisors, and  
technicians

MWACA Member: \$35  
Non-Member: \$45

includes dinner and training