

Central Missouri Chapter



The Art of Checking in a Customer

presented in person by David Eschbach

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

Tuesday, May 14, 2019

6:30 pm - 8:30 pm

D. Rowe's Restaurant

1005 Club Village Dr.

Columbia, MO

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: _____

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