

# 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*

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: \_\_\_\_\_

#### *Sponsored By:*

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***Handling Comebacks***

***Roundtable***

***June 11, 2019***

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