



Handling Customer Comebacks Roundtable

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

Tuesday, February 19, 2019
6:30 pm - 8:30 pm

inMOTION Auto Care
131 Russwood Parkway
Lincoln, NE 68505

We've all had it, that sinking, disgusted feeling you get when a customer that just left pulls back onto your parking lot? To an owner, advisor or technician, there's no feeling quite like that of a comeback, a returning customer - not in a good way, and the impact it has on your day. Comebacks will never go away entirely, but what if you could drastically minimize them?

In this roundtable meeting, we'll discuss the numerous reasons for comebacks and the effects they have on your shop, your staff and your customers. Whether it be human error, defective parts, lack of a quality control process, or something else entirely, our goal, as owners, should be to minimize them as much as possible to keep customer (technician and advisor) confidence high! This discussion is designed to boost your bottom line and shop morale as well while improving the image of our industry.

Registration Form

Company: _____ Phone: _____

Attendees: _____

Credit Card: _____

Name on the Card: _____

Exp. Date: _____ CVC Code: _____

Billing Address: _____ Zip: _____



Upcoming Events

Tuesday, March 26, 2019

Sales Pliers & After the Yes
by David Eschbach
inMOTION Auto Care

Fax to 816.817.2260
Or call MWACA at 816.413.9800