

# Lincoln Chapter



## Handling Customer Comebacks Roundtable

Tuesday, February 19, 2019

6:30 pm - 8:30 pm

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

**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 Plyers & After the Yes**  
by David Eschbach  
inMOTION Auto Care

Fax to 816.817.2260  
Or call MWACA at 816.413.9800