

# REAL WORLD TRAINING BUSINESS MANAGEMENT SERIES



DEDICATED TO THE PROFESSIONAL SINCE 1957



## BUSINESS MANAGEMENT Presented By **DRIVE**

Power Your Shop • Fuel Your Freedom

**INCREASE YOUR KNOWLEDGE • LEARN NEW TECHNIQUES • SHARPEN YOUR SKILLS • EXPAND YOUR PROFITS**

### O'Reilly/DRIVE Service Advisor Workshop

As the primary purpose of a service advisor is to sell needed work in sufficient volume to meet the goals of the shop and to the satisfaction of customers, this workshop focuses on the art of selling vehicle service and repair.

The objective of this workshop is to increase your knowledge and skill to effectively handle customers and increase sales volume.

The topics covered in this workshop are:

- \* The Art of Selling
- \* Building Rapport
- \* The Importance of Communication
- \* The First Customer Encounter
- \* The Five Types of Customers

### CLASS INFORMATION:

#### INSTRUCTOR:

Jim Saeli

#### WEBINAR ADDRESS:

<https://tinyurl.com/3vnj5w3f>



DATE: Wednesday, July 28

TIME: 6 PM - 10 PM

CONTACT INFORMATION: Your Local Territory Sales Manager

**LINE CODE TEC**

**PART NUMBER**

SACRAMENTSW1

**COST PER TECH**

\$189.99

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