

ACTIVE DELIVERY & **NEXT APPOINTMENT**

A 360 PROFESSIONAL SERIES

The delivery is not good bye; it's the first step to the next service visit. This half day workshop incorporates the most up-to-date, **customer centered** active delivery and next appointment process within a learning environment that welcomes personalization and **practice**. Your ASM/Service Consultant will develop a well rounded approach to accomplishing a **professional** active delivery, in person or by phone, and next appointment setting skills that will **impact the customers experience** with your dealership and keep your customers returning time and again.

Improve customer retention and profits by mastering the fundamentals of a professional service delivery.

Key Focus Points:

- What is Active Delivery
- Learn engaging active delivery skills
- Professional MPI result presentation
- Set customer expectations for next service
- Setting appointments for declined worked

Who should attend:

- ASM/Service Consultants
- Managers/Directors
- Dealers

