

PROFESSIONAL **ESTIMATES AND MPI'S**

A 360 PROFESSIONAL SERIES

This half day workshop incorporates the most up-to-date techniques for customer estimates and the multipoint inspection process within a learning environment that welcomes personalization and practice. Your ASM/Service Consultant will develop a well rounded approach to accomplishing a professional estimate and MPI that will impact the **customers experience** and **sales** for your dealership. Tying the ASMS approach to directly to the 4th and 5th questions of the 9 ASM Index Questions, **recommendation of appropriate work and explanation of work, cost and time required**. Learning these techniques will generate a **world class customer experience** and therefore **improving customer retention**. We have designed this workshop for **70% practicing and drilling** so the ASM/Service Consultant will have the fundamental techniques to apply when returning to the dealership.

Key Focus Points:

- Understanding why
- Learn proper staging and timing skills
- Introducing the MPI professionally
- Set customer expectations
- Developing professional estimate skills
- Customer engaged write-up process



Who should attend:

- ASM/Service Consultants
- Managers/Directors
- Dealers