

TRAINING CENTER

COURSE LISTING AND PRICING

Advisor Training

Increasing Repair Orders and Hours Per RO

**Nov
6-7**

- Telephone Techniques for Increasing Service Appointments
- Putting Your Customer First 12-Step Service Drive Process
- Communication Skills for Increased Sales and CSI
- Techniques for Giving Feature/Benefit Presentations
- Technical Awareness for Professional Feature/Benefit Presentations

\$795 **2 Full Days of Interactive Training with Role Playing, Test Certification, Workbooks and Lunch.**

Manager Training

How to Achieve 100% Service Absorption

**Nov
8-10**

- Fixed Operations Performance Metrics for Achieving 100% Absorption
- Telephone Techniques for Top Performing Advisors
- Maximizing Shop Productivity
- Parts and Service Guides to Net Profit Improvement
- How to Manage the 12-Step Service Drive Process
- Evaluating and Motivating Employees to Change
- Learning to Recruit Top Performers
- Designing a Customer FIRST SMART Maintenance Menu
- Building a Profit Improvement Plan

\$995 **3 Full Days of Interactive Training, Role Playing, Profit Calculators, Financial Statement Analysis, Test Certification, Workbooks, Menu template, Profit Improvement Plan and Lunch.**



TRAINING CENTER

ENROLL AND PAY FORM

Please return this completed form, along with payment information, to:
Email: jelsken@dealerprotraining.com **Fax:** (614) 471-8306 Or **Mail to:**
Dealer**PRO** Training, 1020 Taylor Station Rd, Suite B, Gahanna, OH 43230.

Class hours are 8:00am – 5:00pm

Please arrive 10 minutes early for check-in. Training begins promptly at 8:00 a.m

ADVISOR TRAINING: Increasing Repair Orders & Hrs Per RO - \$795 # of attendees: _____ Total Due: \$ _____ Course Date: _____		MANAGEMENT TRAINING: How to Achieve 100% Service Absorption- \$995 # of attendees: _____ Total Due: \$ _____ Course Date: _____
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Attendee Name(s) and Email(s):	
Add'l Attendee Name(s) and Email(s):	
Dealership Name:	
Address:	
City, State, Zip:	
Dealership Contact Name & Phone:-	
DealerPRO Representative:	

CREDIT CARD PAYMENT OPTIONS: (please circle one) **MC** **VISA** **AMEX**

I authorize Dealer**PRO** Training to charge my credit card in the amount of \$ _____

Primary Card Holder Name: _____

Billing Address: _____ City: _____ Zip: _____

Card # _____ Exp. Date: _____

3-digit security code: _____ Signature of cardholder: _____

Email address of cardholder: _____

Cancellation Policy

We understand your plans may change. With that in mind, DealerPRO has a very simple cancellation policy:

If notice is given 2 weeks prior to your scheduled class, we will give you the option to reschedule your class, or give you a full refund of your enrollment fee. Refunds normally show up on your account within 3-5 business days.

If you cancel within 2 weeks of your scheduled class time or do not show for your scheduled class, the enrollment fee will be forfeited and no portion of your fee will be refunded.

DealerPRO Training reserves the right to cancel any class for any reason. Students enrolled in a class which is canceled will be notified by phone or email if a valid phone or email address has been provided. Students enrolled in a canceled class will be offered a class credit or refund for the class.

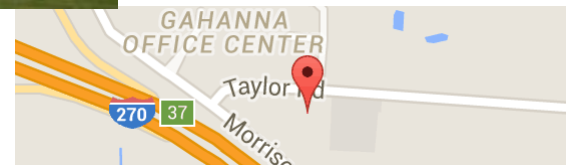
Please contact us during business hours if you need assistance:

DealerPRO Training
1020 Taylor Station Road, Suite B
Gahanna, OH 43230
Phone: (888) 553-0100
Email: acompton@dealerprotraining.com
Website: www.dealerprotraining.com

Hotels:

We suggest using **SpringHill Suites** which offers a free shuttle service from the airport to the hotel as well as from the hotel to the Training Center. Their phone number is: 614-501-4770. There are several other hotels in the vicinity, however they do not offer free shuttle to

our training center.



SpringHill Suites Columbus Airport Gahanna

A 3.1-mile drive from Port Columbus International Airport, this straightforward all-suites hotel is 7.6 miles from the Franklin Park Conservatory and 9.5 miles from the Columbus Museum of ... More

Address: 665 Taylor Rd, Columbus, OH 43230

Phone: [\(614\) 501-4770](tel:6145014770)