

TRAINING CENTER

COURSE LISTING AND PRICING

Advisor Training

Increasing Repair Orders and Hours Per RO

**April
9-10**

- 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

**April
11-13**

- 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: jstiles@dealerprotraining.com Fax: (614) 471-8306 Or Mail to:
 DealerPRO Training, 1020 Taylor Station Rd., Suite B, Gahanna, OH 43230.
 Class hours are 8:00 A.M. – 5:00 P.M.

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

ADVISOR TRAINING 101: Increasing Repair Orders & Hours 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 and Email:	
Add'l Attendee Name and Email	
Dealership Name:	
Address:	
City, State, Zip:	
Dealership Contact Name & Phone:	
DealerPRO Representative:	

CREDIT CARD PAYMENT OPTIONS: (Please circle one.)				MC	VISA	AMEX
I authorize DealerPRO Training to charge my credit card in the amount of \$_____.						
Primary Cardholder Name: _____						
Billing Address: _____		City: _____		State: _____		Zip: _____
Card #: _____				Exp. Date: _____		
Security Code: _____		Signature of Cardholder: _____				
Email Address of Cardholder: _____						

Hotel and Airport Information

SpringHill Suites by Marriott – Columbus Airport/Gahanna

665 Taylor Road

Columbus, OH 43230

Phone: (614) 501-4770

[Click Here for the DealerPRO Training Rate!](#)

SpringHill offers free shuttle service to and from our Training Center and is located 3.1 miles from the John Glenn Columbus International Airport.



John Glenn Columbus International Airport (CMH) is 4.1 miles from our DealerPRO Training Center located at:

1020 Taylor Station Road, Suite B

Gahanna, OH 43230

If you require further assistance with your travel plans, please contact **Julia Stiles** at: (888) 553-0100.

Cancellation Policy

We understand your plans may change. With that in mind, DealerPRO has the following 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 credit to your account within 3-5 business days.

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

DealerPRO Training reserves the right to cancel any class for any reason. Attendees enrolled in a class which is cancelled will be notified by phone or email as long as a valid phone or email address was provided. Attendees enrolled in a cancelled class will be offered a class credit or refund for the class.

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Website: www.dealerprotraining.com