

TRAINING CENTER

COURSE LISTING AND PRICING

Advisor Training

Increasing Repair Orders and Hours Per RO

**Feb.
4-5**

- 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

**Feb.
6-8**

- 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: _____						

Airport Information

John Glenn Columbus International Airport (CMH) is 4.1 miles from our Dealer**PRO** 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 or jstiles@dealerprotraining.com

Cancellation Policy

We understand your plans may change. With that in mind, Dealer**PRO** 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.

Dealer**PRO** 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.

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



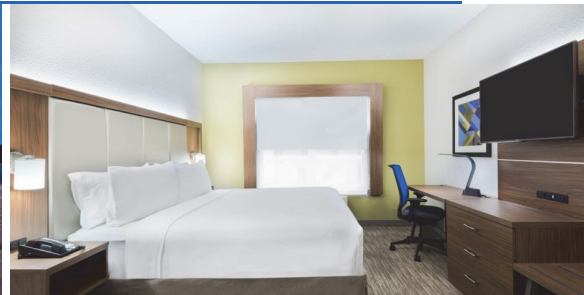
You are free to select any hotel you desire, however we have compiled a list of hotels located *within 2 miles* of our facility at 1020 Taylor Station Road, Ste B Gahanna, OH 43230.

Holiday Inn Express & Suites Columbus Airport East

6305 E. Broad Street, Columbus, Ohio 43213 614-322-8000

Completely renovated and reopened in February 2018.

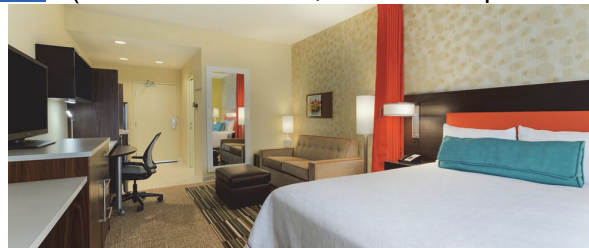
<https://www.ihg.com/holidayinnexpress/hotels/us/en/columbus/cmheb/hoteldetail>



Home2 Suites by Hilton Columbus - East Broad Street

6315 E. Broad Street, Columbus, Ohio 43213 614-604-9113

<http://home2suites3.hilton.com/en/hotels/ohio/home2-suites-by-hilton-columbus-airport-east-broad-CMHEBHT/index.html> (New hotel in 2018, no external photo available)

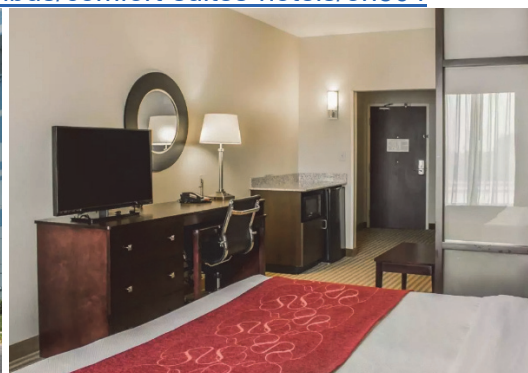


Comfort Suites East Broad at 270

70 Chris Perry Lane, Columbus, Ohio 43213

614-364-4362

<https://www.choicehotels.com/ohio/columbus/comfort-suites-hotels/oh504>



SpringHill Suites by Marriott Columbus Airport Gahanna

665 Taylor Road, Columbus, Ohio 43230

614-501-4770

Negotiated rate code 3D3. This is the best choice if you won't be renting a car. Request shuttle service at check-in (as available basis.)

<http://www.marriott.com/hotels/hotel-rooms/cmshs-springhill-suites-columbus-airport-gahanna/>



TownePlace Suites by Marriott Columbus Airport Gahanna

695 Taylor Road, Columbus, Ohio 43230

614-861-1400

<http://www.marriott.com/hotels/travel/cmhta-towneplace-suites-columbus-airport-gahanna/>

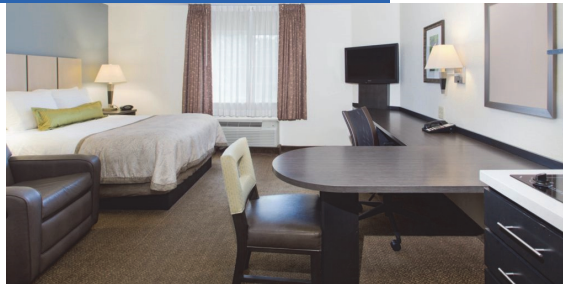


Candlewood Suites Columbus Airport

590 Taylor Road Gahanna, Ohio 43230

614-863-4033

<https://www.ihg.com/candlewood/hotels/us/en/gahanna/cmhap/hotel/detail>



Holmes Suites & Inn

6335 E. Broad Street, Columbus, Ohio 43213

614-604-8594

NO WEBSITE Basic accommodations

