



3 day SMART Course



SEPTEMBER 10-12, 2019

9am-5pm

Service Management And Results Training

Recommended for Automotive Service Advisors and Owners.

APD Edmonton Training Room

Day One: What We Sell Disappears.

Capturing What We Sell

1. Introduction – What Is Good Customer Service?
2. Managing the Paper and Communication Flow
3. Scheduling – Creating a Professional Practice
4. Dispatching – Analogue and Digital Work Flow

Day Two: *What is A Fair Price?*

Managing What We Sell

5. Client Consultation Process – Overcoming the Negative
6. Measuring and Managing Service and Parts
7. Creating Productivity & Efficiency in Time and Money

Day Three: *What is Good Value?*

Managing the Vehicle

8. Getting Paid For Testing – Throw Out The Magic Wand
9. Inspections – The Doctor is In!
10. Maintenance Programs - Planting A Crop for the Future!
11. The 400% Rule – The Deferred work cycle.
12. Conclusion – How To Make These Changes Stick!

Pay Back

Any shop that takes this course and implements at least one of the key chapters, will gain .5 of a billed hour per technician per day.

Example: 3 technicians X .5 Hour = 1.5 hours per day.

1.5 hours X 21 days in a month = 31.5 hours.

31.5 hours X \$100 an hour = \$3100.00

In just a month!

Your Trainer

Murray Voth is one of Canada's most knowledgeable experts on the automotive industry, especially as it relates to business development of the independent automotive service and repair sector. He focuses on improving profitability, best practices in management, financial management, systems implementation, human resources and leadership.

Registration Form



Don't Delay ! Most APD Clinics SELL-OUT.

Space is limited, 1st come 1st Served

APD EDMONTON Training Room: **17531 114 Ave NW, Edmonton, AB T5S 2R9**

Sept 10,11,12 2019 (Part #TRN CLINIC)

Your Business Name:

Your APD Account #: _____ # of People Attending: _____

Full Names of People Attending:

Contact Phone _____ Contact Email _____

Email : bkidd@apdparts.ca

OR

FAX 306-244-7152

Course INVESTMENT :

\$1299* / per person +GST

Includes 3 days training,

Food and beverages

Training Materials.

*course qualifies for Canada Training Grant

