



RPM Training Presents Our 3 Day SMART Course

Service, Management And Results Training

**February 5,6,7, 2019 Waterloo, Ontario
Venue: Listowel Golf And Country Club**

Your trainer is: **Murray Voth** murrayvoth@rpmtraining.net 604-786-9049

The Challenge

- On average automotive service technicians earn less than all other Red Seal Trades people!
- The aftermarket automotive industry on average has one of the lowest net profit margins, and lowest ROIs.
- In general service advisors are viewed as dispensable order takers and phone answerers.
- Customers only dislike one other business more than us when it comes to spending money. Guess which one it is? Dentists!

The Opportunity

- RPM Training works with hundreds of shops that have the highest customer retention in the industry!
- RPM Training works with hundreds of shops that have the most respected and highest paid technicians in their market place!
- RPM Training works with hundreds of shops who have the most respected and highest paid service advisors in their market place!

RPM Training works with hundreds of shops that have the highest profits in their market place!

Turn over or see page 2 to find out what you are signing up for!



3-Day SMART Course - Service, Management And Results Training

Feb. 13 - 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

Mar. 13 - 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
- 8. Getting Paid For Testing – Throw Out The Magic Wand

April 10 - Day 3: What is Good Value? – Managing the Vehicle

- 9. Inspections – The Doctor is In!
- 10. Maintenance Programs
- 11. The 400% Rule – The Deferred work cycle.
- 12. Conclusion – How To Make These Changes Stick!

Includes lunches, beverages, and training material. **\$1299.00** per person + HST = **\$1467.87**

Register: Name (s): _____

Shop Name: _____

Business Address: _____

Billing address if different: _____

Email Address: _____ Phone: _____

Credit Card Number _____ Exp. Date _____

CCV# _____ Name on Credit Card _____

Please fill out and send scan or photo of registration to murrayvoth@rpmtraining.net or text to 604-786-9049