**RPM Training Presents Our 3 Day SMART Course**

**Service, Management And Results Training**

**Vancouver, BC - June 25,26,27, 2019**

**Venue: THE WESTIN WALL CENTRE, VANCOUVER AIRPORT**

**3099 Corvette Way Richmond, British Columbia, Canada**

Trainer: **Murray Voth** [murrayvoth@rpmtraining.net](mailto:murrayvoth@rpmtraining.net) 604-786-9049

***Same Great Trainer – Brand New Course!***

*Experience the latest in modern shop management training that is a result of 32 years of experience distilled into 3 Days. After 14 years of training and coaching Murray knows what works and what doesn’t work, and how to get people past their roadblocks!*

*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

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

*Day 3: What is Good Value? – Managing the Vehicle*

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!

“In my previous workplace I went to a lot of training courses and seminars. (Primarily put on by RBC) I have never experienced a trainer as knowledgeable about a subject as Murray Voth of RPM Training. The content was excellent and relevant, and was well communicated at a good pace. His personalization of the training includes his own past experiences as well as current industry practices; his genuine interest in all who attended was a pleasant addition to the course. Genuine, Compassionate, Understanding, Concise, Humorous, Insightful, and Knowledgeable.” ~ Joclyn C.

Further testimonials available on request.

Your investment is only **$1299.00** per person plus GST $64.95 = $1363.95. Includes lunches, beverages, and training material. ***Ask about our ARA Membership Advantage Pricing!***

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

You double your training dollars in one month!

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](mailto:murrayvoth@rpmtraining.net) or text to 604-786-9049