



SERVICE ADVISOR TRAINING

One Day Program – Please select your desired day

Sept. 18th Sept. 19th

9:00am – 4:00pm

Our Service Advisor Training Program consists of a 1-day course. This engaging class of Best Practices will be led by Brown & Brown.

This highly interactive program will dig deep into the following topics:

- ✓ Phone Skills
- ✓ Turning the price shopper into an appointment
- ✓ Proper Appointment Setting
- ✓ Setting expectations
- ✓ The Write-up process
- ✓ Listening Skills
- ✓ Walk Around
- ✓ Build Rapport
- ✓ Soft Up-sell
- ✓ Present maintenance
- ✓ Selling Found Work
- ✓ Proper Use of MPI
- ✓ Building Value
- ✓ Objection Handling
- ✓ Closing

The seminar times are:

9:00 AM - 4:00 PM

Seminar Investment:

\$299 per enrollment*

Lunch will be provided

The seminar will be held at NFADA:

1144 Wehrle Drive

Buffalo, NY 14221

*Training Fees will be billed to your monthly NFADA Statement

Dealership

Contact Name & Email

Enrollee Name

Enrollee Email

Enrollee Name

Enrollee Email

Enrollee Name

Enrollee Email

Email completed enrollment to betty@nfada.com, fax to 716-631-0759 asap to reserve our spot(s)