



Service Development Series

2019 Q2 Online-Live Calendar

| April | | | | | | |
|-------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

| May | | | | | | |
|-----|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

| June | | | | | | |
|-------|----|----|----|----|----|----|
| S | M | T | W | T | F | S |
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23/30 | 24 | 25 | 26 | 27 | 28 | 29 |

COURSE DESCRIPTIONS

- SD101 Implementing the Service Appointment Model** – Implement the process for a 30% gain in daily service appointments
- SD102 Top 10 Service Objections** – Learn how to effectively communicate and turn potentially negative situations in to advocacy for life
- SD103 Mastering the Incoming Service Call** – Learn how to create high-schedule, on-time show, and customer-pay opportunities
- SD104 First-Time Service Scheduling** – Learn how to effectively schedule your first-time service opportunities
- SD105 Increase Customer Satisfaction** – Implement effective follow-up strategies for service visits and opt-out service opportunities
- SD106 Creating Service Loyalty** – Implement a proven follow-up and contact strategy to increase daily service opportunities to non-returned and non-returning VIN's
- SD107 Implementing the Complaint Resolution Plan** – Implement a customer-centric complaint resolution process for your entire dealership. Learn how to address complaint situations and convert those into customer-for-life scenarios.
- SD108 Re-delivery Mastery** – Learn 10 simple practices that increase service loyalty and create a re-delivery process beyond reproach

Access Your Training Site

www.yourpersonaluniversity.com

- No pre-registration for classes
- Access class up to 15 minutes before the scheduled time
- Classes are closed 1 minute after the scheduled start time

Learning Toolbox

Additional features located left of your courses



Click the Play button to attend class



Access course workbooks, view the class schedule and send calendar reminders



Dial In: Use Phone Option to hear the instructor. Dial in on your phone. Enter Conference ID 42868#, when prompted. Then enter Your Personal User ID.

Daily Schedule

| Monday and Wednesday | | | | | | | Tuesday and Thursday | | | | | | |
|----------------------|--------|--------|--------|--------|--------|--------|----------------------|--------|--------|--------|--------|--------|--------|
| # | NDT | AT | ET | CT | MT | PT | # | NDT | AT | ET | CT | MT | PT |
| 101 | 11:00a | 10:30a | 9:30a | 8:30a | 7:30a | 6:30a | 105 | 11:00a | 10:30a | 9:30a | 8:30a | 7:30a | 6:30a |
| 102 | 12:00p | 11:30a | 10:30a | 9:30a | 8:30a | 7:30a | 106 | 12:00p | 11:30a | 10:30a | 9:30a | 8:30a | 7:30a |
| 103 | 1:00p | 12:30p | 11:30a | 10:30a | 9:30a | 8:30a | 107 | 1:00p | 12:30p | 11:30a | 10:30a | 9:30a | 8:30a |
| 104 | 2:00p | 1:30p | 12:30p | 11:30a | 10:30a | 9:30a | 108 | 2:00p | 1:30p | 12:30p | 11:30a | 10:30a | 9:30a |
| 105 | 4:00p | 3:30p | 2:30p | 1:30p | 12:30p | 11:30a | 101 | 4:00p | 3:30p | 2:30p | 1:30p | 12:30p | 11:30a |
| 106 | 5:00p | 4:30p | 3:30p | 2:30p | 1:30p | 12:30p | 102 | 5:00p | 4:30p | 3:30p | 2:30p | 1:30p | 12:30p |
| 107 | 6:00p | 5:30p | 4:30p | 3:30p | 2:30p | 1:30p | 103 | 6:00p | 5:30p | 4:30p | 3:30p | 2:30p | 1:30p |
| 108 | 7:00p | 6:30p | 5:30p | 4:30p | 3:30p | 2:30p | 104 | 7:00p | 6:30p | 5:30p | 4:30p | 3:30p | 2:30p |