



Selling In the Service Lane Series

2019 Q1 Online-Live Calendar

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

COURSE DESCRIPTIONS

- SRS101 Friendly Meeting & Greeting** - Learn the steps that will ensure the customer reception is thorough and complete
- SRS102 Professional Vehicle Walk Around** - Learn the steps to starting and completing a vehicle walk around and why this is an important part of the write up process
- SRS103 Vehicle Inspection** - Review the proper vehicle inspection process and what to do once you capture all the inspection data
- SRS104 Listen to the Prime Item** - Focus on how to obtain customer's concern
- SRS105 Restate the Prime Item** - Proper communication techniques are reviewed to make sure the customer knows their concern is identified
- SRS106 Presenting the Menu** - Best practices for reviewing and presenting the service menu with the customer
- SRS107 Ask for the "OKAY" on Recommended Services** - Review the sales techniques to confirm the sale of needed maintenance and repairs
- SRS108 Predictable Pricing in the Service Lane** - Learn what the "New" way of pricing jobs and maintenance can do for customer relationships and your overall confidence

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 each course

- Click the Play button to attend class
- Access course workbooks
- View the class schedule and send calendar reminders

Dial In

Use Phone Option. Dial in on your phone. Enter Conference ID **42600#**. 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