TRAINING CENTER
COURSE LISTING AND PRICING

Advisor Training
Increasing Repair Orders and Hours Per RO

June 19-20

- Telephone Techniques for Increasing Service Appointments
- Putting Your Customer First 12-Step Service Drive Process
- Communication Skills for Increased Sales and CSI
- Techniques for Giving Feature/Benefit Presentations
- Technical Awareness for Professional Feature/Benefit Presentations

$795   **2 Full Days of Interactive Training with Role Playing, Test Certification, Workbooks and Lunch.**

Manager Training
How to Achieve 100% Service Absorption

June 21-23

- Fixed Operations Performance Metrics for Achieving 100% Absorption
- Telephone Techniques for Top Performing Advisors
- Maximizing Shop Productivity
- Parts and Service Guides to Net Profit Improvement
- How to Manage the 12-Step Service Drive Process
- Evaluating and Motivating Employees to Change
- Learning to Recruit Top Performers
- Designing a Customer FIRST SMART Maintenance Menu
- Building a Profit Improvement Plan

$995   **3 Full Days of Interactive Training, Role Playing, Profit Calculators, Financial Statement Analysis, Test Certification, Workbooks, Menu template, Profit Improvement Plan and Lunch.**

TRAINING CENTER
ENROLL AND PAY FORM

Please return this completed form, along with payment information, to:
Email: jelsken@dealerprotraining.com **Fax:** (614) 471-8306 Or **Mail** to:
Dealer**PRO** Training, 1020 Taylor Station Rd, Suite B, Gahanna, OH 43230.
Class hours are 8:00am – 5:00pm
Please arrive 10 minutes early for check-in. Training begins promptly at 8:00 a.m

ADVISOR TRAINING: Increasing Repair Orders & Hrs Per RO **- $795**		**MANAGEMENT TRAINING:** How to Achieve 100% Service Absorption**- $995**
# of attendees: _____		# of attendees: _____
Total Due: $_____		Total Due: $_____
Course Date: _____		Course Date: _____

Attendee Name(s) and Email(s):	
Add'l Attendee Name(s) and Email(s):	
Dealership Name:	
Address:	
City, State, Zip:	
Dealership Contact Name & Phone:-	
Dealer*PRO* Representative:	

CREDIT CARD PAYMENT OPTIONS: (please circle one)   **MC   VISA   AMEX**
I authorize Dealer**PRO** Training to charge my credit card in the amount of $_____

Primary Card Holder Name: _____

Billing Address: _____City:_____Zip:_____

Card #_____ Exp. Date: _____

3-digit security code: _____Signature of cardholder: _____

Email address of cardholder:_____

Cancellation Policy

We understand your plans may change. With that in mind, Dealer*PRO* has a very simple cancellation policy:

If notice is given 2 weeks prior to your scheduled class, we will give you the option to reschedule your class, or give you a full refund of your enrollment fee. Refunds normally show up on your account within 3-5 business days.

If you cancel within 2 weeks of your scheduled class time or do not show for your scheduled class, the enrollment fee will be forfeited and no portion of your fee will be refunded.

Dealer*PRO* Training reserves the right to cancel any class for any reason. Students enrolled in a class which is canceled will be notified by phone or email if a valid phone or email address has been provided. Students enrolled in a canceled class will be offered a class credit or refund for the class.

Please contact us during business hours if you need assistance:

Dealer*PRO* Training
1020 Taylor Station Road, Suite B
Gahanna, OH 43230
Phone: (888) 553-0100
Email: acompton@dealerprotraining.com

Website: www.dealerprotraining.com

Hotels:

We suggest using **SpringHill Suites** which offers a free shuttle service from the airport to the hotel as well as from the hotel to the Training Center. Their phone number is: 614-501-4770. There are several other hotels in the vicinity, however they do not offer free shuttle to our training center.
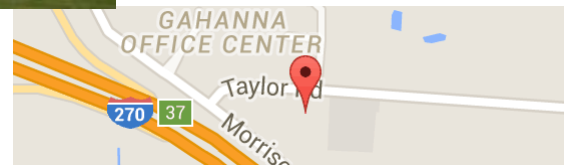
SpringHill Suites Columbus Airport Gahanna

A 3.1-mile drive from Port Columbus International Airport, this straightforward all-suites hotel is 7.6 miles from the Franklin Park Conservatory and 9.5 miles from the Columbus Museum of … More
Address: 665 Taylor Rd, Columbus, OH 43230
Phone:(614) 501-4770