



Professional Series Pre-Course Work

5. In your role as a Direct Supervisor, what three things challenge you the most?

- Employees I.R & deflect
- Employees not held accountable
- Lack of customer centric culture

Self-reflect on the following question:

1. What is my purpose for attending this course?

*Learn as much as I can about Service dept.*

Thank you for your participation! See you in the course.