



Professional Series Pre-Course Work

Interview your Direct Supervisor in order to answer the following questions.

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?
  - Learn and understand the benchmarks of the Service Dept.
  - Learn the processes of the service advisor side to help with the efficiency for the Service department
  - Learn Service Manager processes & procedures
  
2. What would you like me to bring back to the workplace as a result of this training?
  - Grasp the bigger picture of the position to bring towards the role of Service Manager
  
3. How will what I learn in the program be shared with the rest of the team (if applicable)?
  - Communicate the learned info with other team leaders.
  
4. How will what I learn be integrated into day-to-day work upon return?
  - Identify where and how to apply it to the position



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5. In your role as a Direct Supervisor, what three things challenge you the most?
- o Service Director Experience
  - o Knowing where to look for the correct answers
  - o Cause and effect of a decision

Self-reflect on the following question:

1. What is my purpose for attending this course?
- To take my prior experience of the shop foreman/lead tech roll, learn the service managing side and apply it to the service director roll.

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