



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?

Experience in automotive service management and enhanced report generation in order to maximize profits and minimize expense

2. What would you like me to bring back to the workplace as a result of this training?

The basic operational understanding of day to day service management

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

I will be able to run the dept independently and able to take the knowledge learned to improve on existing practices or introduce new best business practices

4. How will what I learn be integrated into day-to-day work upon return?

By modifying existing practices that may be incorrect or inefficient using the new knowledge acquired in training.



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5. In your role as a Direct Supervisor, what three things challenge you the most?
  - 1- Employee retention, is hard to find employees that value their job
  - 2- Reporting
  - 3- Service Drive, Most of my experience is in the shop as a shop manager

Self-reflect on the following question:

1. What is my purpose for attending this course?

To learn new practices and acquire knowledge that will help run the service department.

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