



Professional Series Pre-Course Work

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

I would like to see Garrick understand reports to help him start to be successful as a service manager.

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

Understanding of reports and how to better service department.

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

I would like to see Garrick share more knowledge with this team.

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

Continue to monitor scheduling (work mix) and find ways to become profitable.

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

Profit (how to become profitable as a small dealer)

Staffing (how to grow staff and keep staff)

Finding shortcomings and obstacles and overcome them

Self-reflect on the following question:

1. What is my purpose for attending this course?

To help me understand the whole service department and better serve our customers while not shorting ourselves.