





Professional Series Pre-Course Work

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

balance of what is best for the customer, the employee and the house

expense control

generate traffic

Self-reflect on the following question:

1. What is my purpose for attending this course?

I am hoping to gain knowledge to help me make better choices daily that will benefit the dealer, the customer and the employees.

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