



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?

I want you to be able to understand all the aspects of being a service manager and how to read efficiency reports and what reports to run in order to be able to recognize areas of opportunities within the department.

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

As a result of this training I want you to bring back a better understanding of the day to day operations and processes that need to be set in order to run a successful and profitable service department along with being able to understand service department reports and how to calculate shop productivity along with shop efficiency/proficiency.

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

What you learn in the program will trickle down to the rest of the service department employees as you set up new processes and share your knowledge with them.

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

With the knowledge that you gain from this course you will be able to have a better overview of the department and how to manage it on a daily basis. This will help all of the service department employees because now you will understand more about what is going on and what is to be expected or not.



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

1. Dealing with personnel issues
2. Finding the right employees that share the same work ethic as I do

Self-reflect on the following question:

1. What is my purpose for attending this course?

My purpose for attending this course is to better myself as a General Manager and gain a complete understanding of my Service Department operation. I want to know the ins and outs of a service department and how to make one run as efficiently as possible with the most potential profit. I also want to be able to understand all types of service department reports and what the NADA standards are for service department operations so I can then compare them to my service department and see where I am doing well or where I need to improve.

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