



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?

A better understanding of the financial side of Service.

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

A plan to increase net profit through additional gross profit and expense control.

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

Through management meetings and interactions with peers.

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

Making sure you come back with a plan to implement what is learned.



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5. In your role as a Direct Supervisor, what three things challenge you the most?
1. Employee Management
 2. Customer Experience
 3. Expense Control

Self-reflect on the following question:

1. What is my purpose for attending this course?

I am trying to increase my knowledge
in all aspects of the auto service
department business and operations

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