



Professional Series Pre-Course Work

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

people

Self-reflect on the following question:

1. What is my purpose for attending this course?

- To learn how to run a service department.
- To be able to manage a service manager to maximize opportunities & gross

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

- How to recognize a good service manager.
- How to interview one & what questions to ask.
- How to effectively manage a service manager.



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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?

Sales & gross profit page.
- Never ran a service department before; need to get caught up ASAP.

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

gross opportunities

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

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

- managing the service director.