



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 <sup>office</sup> Management Professional course?

Improve skills to ↑ efficiency + profitability of the companies.  
while safeguarding assets.

- cash mgt
- frozen capital
- internal controls.

Understand what industry normals are in the different areas of a dealership so can work on benchmarking.

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

Ability to reconcile accounts.

Improve management of cash flow.

Improve communications with primary areas of the dealership so can improve communication on financial standing.

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

Team meetings, regular reports distribution with actionable items to division mgs at each dealership.

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

Retooling processes in office  
Review of duties and approp. segregation where appropriate  
Ensuring key areas have backups for vacation, time away.



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

*Cash flow  
Financial stmt errors  
Inaccuracies that lead to customer issues.*

Self-reflect on the following question:

1. What is my purpose for attending this course?

*Increase my knowledge of key things required to have a well-run dealership. Gain knowledge of key benchmarks and how to obtain or create reports so can communicate where the dealership is in comparison to those benchmarks.*

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