



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?

Understanding the business side of service.

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

Best practices from other stores.

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

Taking what I have learned and applying it.

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

Look at what we can do better and apply those practices.



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

People, processes, and staying consistent.

Self-reflect on the following question:

1. What is my purpose for attending this course?

Running a successful and profitable service department.

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