



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? To learn how a service department should run and what best practices are. To understand what makes a service department flow efficiently and what makes a svc department profitable. Want you to come back with greater self confidence in your abilities in the svc department. Come back with new outlook.

2. What would you like me to bring back to the workplace as a result of this training?
Bring back new ideas and best practices. Bring back some new marketing ideas and customer retention ideas. Ways to improve CSI. Maybe some BDC ideas. Ways to wow our customers.

3. How will what I learn in the program be shared with the rest of the team (if applicable)?
Will share what I learned with Service Director Pasqual and Ms. Knapp Owner.

4. How will what I learn be integrated into day-to-day work upon return?
Come back with fresh perspective and a new way to see your important job. Come back to work with new motivation. Use the new knowledge and outlook to perform your job more effectively and to serve our customers better.



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

Profitability, absorption getting good processes in place. Customer satisfaction.

Self-reflect on the following question:

1. What is my purpose for attending this course?
To have a clear understanding how a service dept should operate making profit and keeping a high CSI. To have a plan to be able to achieve those goals. To create a plan to build a strong service team that will inspire other departments within the dealership to the same. Overall to learn how to find problems and solutions to concerns within the service department. To leave no doubt that Im very capable of being a great Mgr.

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