



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?  
  
Process, techniques, and tools to effectively lead, train, and implement the parts and service departments.
  
2. What would you like me to bring back to the workplace as a result of this training?  
Ability to identify and resolve parts inventory issues causing lost sales thru MPI conversion.  
  
Ability to lead and train effectively on the service drive proper write up process and MPI presentation in order to increase overall labor and parts per RO.  
  
Ability to recognize strengths and weaknesses to properly identify key roles in parts and service in order to properly delegate tasks to create a more efficient process.
  
3. How will what I learn in the program be shared with the rest of the team (if applicable)?  
  
We will identify process and techniques learned in order to build a foundation to improve our store(s) effectively and timely.
  
4. How will what I learn be integrated into day-to-day work upon return?  
  
Training for the advisors on both a better write up and MPI presentation in order to boost closing % resulting in happier technicians, writers, and customers.  
  
Proper parts management skills will be implemented in order to effectively have stocking levels that support the number of customers / ROS.



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

Self-reflect on the following question:

1. What is my purpose for attending this course?

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