



SERVICE
MARC RIOS
CUTTER VOLVO CARS

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?

LEARN ABOUT HOW PRODUCTIVITY, PROFICIENCY, AND EFFICIENCY CAN HELP MAKE A SERVICE DEPARTMENT PROFITABLE.

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

A BETTER KNOWLEDGE OF A SERVICE DEPARTMENT WORKS AND WAYS TO MAXIMIZE PROFITS.

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

I WILL HAVE TO TAKE WHAT I HAVE LEARNED AND EDUCATE MY DEPARTMENT BY TRAINING.

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

SAME ABOVE



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

LACK OF TRAINING & EXPERIENCE IN SERVICE
CONFIDENCE AS A SERVICE MANAGER

Self-reflect on the following question:

1. What is my purpose for attending this course?

MY PURPOSE IS TO LEARN AS MUCH AS
POSSIBLE FROM THIS COURSE AND USE WHAT
I HAVE LEARNED TO MY OPERATION

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