



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?

*A better understanding of the role of service manager*

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

*Knowledge of how important this role is to the overall health of the dealership*

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

*I think it will show in your confidence and knowledge and help build trust with service employees.*

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

*It will help you manage work flow, people + processes in the entire service dept.*



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

- workflow
- people
- succession

Self-reflect on the following question:

1. What is my purpose for attending this course?

To better understand the role and responsibility of service manager. And to enable me to better serve our customers and employees.

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