



# 3 DAY SHOP IMPROVEMENT PROGRAM TRAINING (SIP PROGRAM)

SPONSORED BY NAPA

Attain specific Automotive Service Advisor skills and realize the true potential of your repair facility.

In just three solid interactive training days you, your Service Advisor and/or your technicians will be in a much better position to take better care of your customer, save them money and allow your shop to be more profitable than ever before.

In this course we will:

- Provide Service Advisors with the organizational tools & skills to operate a highly efficient & profitable repair facility.
- Provide a true and accurate Service Advisor job description
- Present & write profitable work-orders
- Provide advanced selling techniques, word usage, and communication skills
- Introduce the WOW factor to remove stress from your customer
- Help you to understand and recognize your customers needs
- Help you to sell & promote the benefits of your facility

**Absolute money back guarantee**, if the participant does not find value in the training provided they will not be charged. They simply return all materials provided and we will reimburse all monies paid.

**Fee - \$1250 + Tax for three days, per person, includes lunch and beverages as well as all training materials.**

**\*\*\*PLEASE NOTE ANY DIETARY CONCERNS OR ALLERGIES\*\*\***

**COURSE LOCATION:** The Listowel Golf Course, 8380 Fairlane Rd, Listowel, ON

**COURSE DATE:** October 3<sup>rd</sup>-5<sup>th</sup> 2017

**COURSE TIME:** 9:00 AM – 5:00 PM

**NAME OF  
REGISTRANT(S):**

**COMPANY:**

**BILLING ADDRESS:**

**PHONE AND FAX:**

**EMAIL:**

**AUTH. NAME:**

**AUTH. SIGNATURE:**

**\*\*\*FAX TO 1-866-489-8228\*\*\* Fast & easy online sign also available at:**

[www.proshopmanager.ca](http://www.proshopmanager.ca)

Please Circle One:      AutoPro      AutoCare      Other

