

SESSION

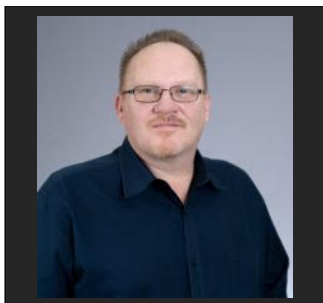
Master the Chaos: Art & Science of a Successful Service Advisor

DESCRIPTION

With almost two decades of experience writing service, and two decades of working with Service Advisors and Shop Owners improving the performance of their businesses, few see the role of the service advisor from the same perspective as Bryan does.

In this session, we discuss “redefining success” with the tools, techniques, SOP’s, and organization needed to be a Top Producing Service Advisor, to drive increased profits and a better customer experience. These techniques are tried-and-tested, and part of the daily routine of Service Advisors in some of the best performing shops in the country.

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Educator: Bryan W. Stasch