



TECHNICIAN - ADVISOR

PARTS ASSOCIATE

COMMUNICATION

STEVE SHAW UNIVERSITY



## TIME = MONEY

#### **TECHNICIAN TIME = MONEY**

<b>PRODUCTIVITY</b>	Hours worked / Hours Available =	%
EFFECIENCY	Hours Flagged / Hours Worked =	%
PROFICIENCY	Hours Flagged / Hours Available =	%

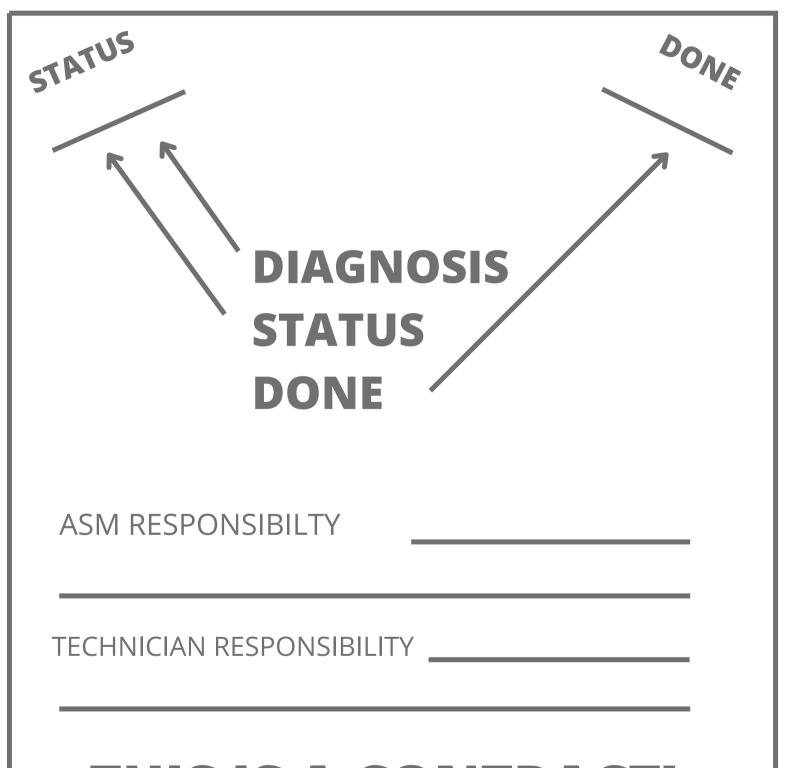


# **FLOW**

REPAIR ORDER **VEHICLE KEYS** 



## PROMISE TIME



### THIS IS A CONTRACT!



# TECH COMMUNICATION ASM

WHA1	TOOLS	DO	WE	HA	/E TO	CO	MMU	NICA <sup>-</sup>	ΓΕ?
		-				-			_
_		-	_			-			_
		- WH	IILE	ON	JOB A	– / RC			

#### **SET APPOINTMENT WITH ASM**

AM + PM

DO NOT BOTHER ME IN BETWEEN



# WHAT TO SAY

#### **SAY THIS**

PLEASE AND THANK YOU

**ASK** 

PASS | FAIL

**IMPORTANT** 

VITAL

**REQUIRED** 

#### **NOT THAT**

BE NASTY | MEAN | RUDE

TELL

**RECOMMEND** 

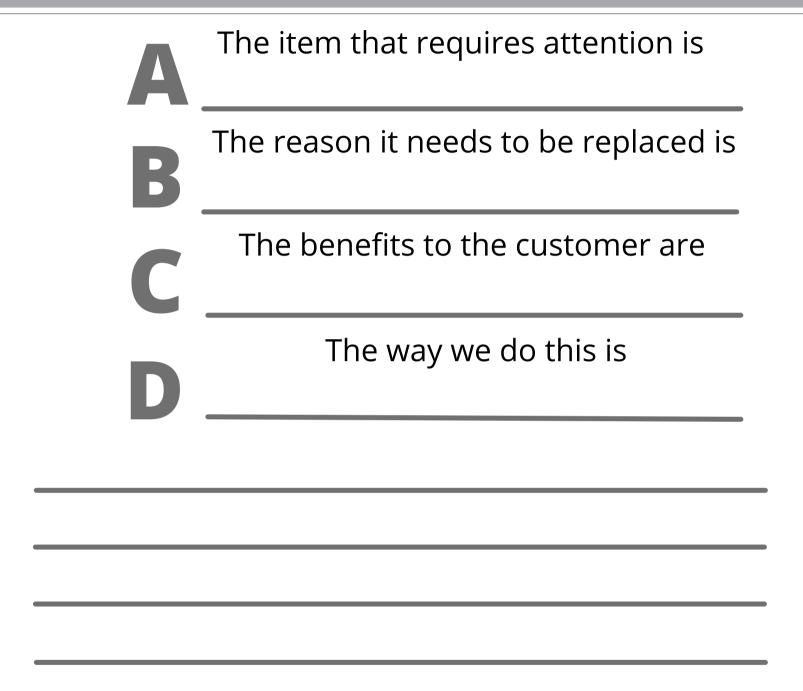
**SHOULD** 

DUE | OVERDUE

# WHAT ARE THE OTHER FAILED ITEMS ON THE VEHICLE?



### **SELL THE SERVICE ADVISOR**



# GIVE THE ADVISOR THE TOOLS THEY NEED FOR YOU TO BE SUCCESSFUL



### **SOLD JOB**

USE TECHNOLOGY

APPOINTMENT TIME

10 + RO'S PER ASM 40 + TOUCH POINTS

**400 TIMES TO INTERRUPT TECH** 





# RO / JOB COMPLETE

IN MILEAGE OUT
COMPLETE RO USING ABC'S
OR
C C C
COMPLAINT   CAUSE   CORRECTION
The item that requires attention is the
he reason for the replacement / repair is because
The benefits to the customer are
The way I corrected the situation is
The repair is complete!



# NOTES

### CONTACT

www.steveshawuniversity.com

(424) 237 - 4973

Steve@SteveShawTraining.com

