

Advanced Workflow Systems

CARQUEST welcomes you to a business management class designed to give you the critical skills necessary to develop a comprehensive business plan that will maximize the profit opportunities for you, your employees, and your company. Improved labor management skills will allow your service center to better manage and sell all of its available time every day. However, you will only realize benefits from that if you have people and systems in place to move the additional work through your shop effectively. In this workshop you will acquire workflow skills to:

- ▶ **Learn an Effective Appointment Scheduling System**
 - Master Control Center
 - Effective Labor Inventory Management
 - Detailed Customer Needs
 - Accurate Customer Contact Information
- ▶ **The 4 "C's" of Effective Workflow Management**
- ▶ **Accurate Production Tracking**
- ▶ **Implementation/Action plan**
- ▶ **Service Consultant Workflow Skills**
 - Reception
 - Maintenance
 - Diagnosis
 - Inspections
 - Estimating
 - Completing the Sale
 - Customer Follow-Up
- ▶ **Service Consultant Workflow Tools**
 - Forms and Questionnaires
 - Repair Orders and Repair Order Racks
 - R/O Tagging
 - Menu Boards
 - Repair Kits/Shop Supplies
 - Environmental Fees

DATE: May 14,15 2008

TIME: 6:30 P.M - 9:30 P.M.

LOCATION:

COST:

AMI CREDITS:



Instructor **Alban Bennett**

Alban has been in the Business Management Training industry for over 7 years. He is recognized as one of the top automotive industry trainers and is an approved AMI instructor. Alban has instructed and coached CARQUEST customers in hundreds of cities throughout North America. Alban's unique presentation style and real world knowledge of the automotive industry will prepare you to take your business to the next level.

It is easy to register.

CARQUEST customers:

- Contact your local CARQUEST Auto Parts Store
- Visit www.CARQUEST.com/CTI
- Call 1.877.737.8867

