



Service Technician's Customer Service Training Webinar

Provided by
Creative Sales Solutions (CSS)

Are Your Service Technicians:

- Skilled at asking good diagnostic questions to quickly find the problem
- Offering additional repairs
- Offering customers safety related items (like backup alarms, strobe lights, and seat belts)?
- Skilled at building strong lasting customer relationships
- **SKILLED AT AVOIDING INAPPROPRIATE COMMENTS TO CUSTOMERS**
- If you cannot answer YES to the above questions, as each day passes your dealership is losing an untold amount in sales.
- Our live webinar training program was developed based on how the **TOP** service technicians across the country handle the customer
- Since our program is presented via webinar there is no travel or extensive time away from the dealership. Our 90 minute live webinar will teach your employees all of the above plus much more.
- Dealer investment
 - 1 to 15 techs \$195 per employee
 - 16 to 30 techs \$175 per employee
 - 31 or more \$150 per employee
- Remember, training is an investment that provides **HUGE** returns... not an expense!

Creative Sales Solutions
1-800-539-1075
www.cssmysteryshop.com

