



209

TECHNICIAN - ADVISOR

PARTS ASSOCIATE

COMMUNICATION

STEVE SHAW UNIVERSITY

esv

TIME = MONEY

TECHNICIAN TIME = MONEY

PRODUCTIVITY

Hours worked / Hours Available =

%

EFFECIENCY

Hours Flagged / Hours Worked =

%

PROFICIENCY

Hours Flagged / Hours Available =

%



FLOW

REPAIR ORDER

VEHICLE

KEYS





PROMISE TIME

STATUS

DONE

**DIAGNOSIS
STATUS
DONE**

ASM RESPONSIBILITY _____

TECHNICIAN RESPONSIBILITY _____

THIS IS A CONTRACT!



WHAT TOOLS DO WE HAVE TO COMMUNICATE?

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

WHILE ON JOB / RO**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

A The item that requires attention is _____

B The reason it needs to be replaced is _____

C The benefits to the customer are _____

D The way we do this is _____

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 _____

The 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

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