



# serving delight

## service advisor training

Service Advisor is the first substantial contact at the automobile dealership.

His attitude & skills make or, break customer relationships.

This training module is meant to take the participants on a tour of what they may encounter in actual work conditions.

## Objectives

Understand service advisor's role

Understand essential skills & attitude to be an effective service advisor

Practice these skills in simulative conditions

## Contents

Process flow in an automobile service workshop

Who is a service advisor?

SA roles & responsibilities

Job card & its importance

Service advisor role in customer satisfaction

SA personality & its impact

Communication

Face to face

Telephone

Promoting service business

Step by step understanding & practice in simulative conditions

## Who should attend?

Fresh candidates who wish to become service advisors with 2 wheeler, 4 wheeler service workshop, Existing service advisors

## What is the duration?

2 days, 3 days, 3 ½ days\*

[choose duration](#)

## Interaction language

English, Hindi/ English

## Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Role plays

Simulated practice sessions

Assessment

Q & A

## Take Away

On undergoing this training the participants will be ready to take their next step to delight customers in their role of service advisors.

\* 3 ½ day module is a certificate course. Post training, an assessment is carried out & successful participants are awarded a certificate.

To benefit from this training workshop as an organization or, an individual or, a group, please [contact us](#).

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