



*Training Course:  
Automotive Service Advisor*

*27 - 31 May 2024  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Automotive Service Advisor

Training Course code: SC234805 From: 27 - 31 May 2024 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6545 € Euro

### Introduction

Automotive Service Advisor with customers at a vehicle servicing workshop. You will make recommendations on automotive needs and provide advice on service schedules. Service Advisors might discuss any problematic issues with vehicle owners and provide guidance on necessary repairs. Service Advisors may organize replacement parts and take service bookings.

Service Advisors should have excellent customer service skills. It's important that you can communicate with people from a range of backgrounds and work as part of a team. Service Advisors should be organized and able to manage their time well. You will need to be able to multitask and prioritize tasks when necessary.

You will receive training in the technical aspects of automobile diagnoses, as well as communication, customer service, and managerial skills. Dealerships across the country have long understood the need for good customer care after the final sale, and this program will provide you with the knowledge and customer service skills you need to be a valuable member of the auto service team!

### Training Objectives

At the end of the training program, participants will learn;

- Understand the inspection procedure.
- Learn how to complete an inspection report and Set customer expectations.
- Understand the vehicle operations, parts, and methods of communication with the technicians.
- Gain phone communication skills and techniques.
- Learn how to prepare for customer visits.
- What is the service process and how to write it?
- How to sell your services, delivery, and follow-up?
- Understand the techniques of building relations with clients.

### Personal Benefits:

After completing this comprehensive program, participants may work in a variety of environments, including automotive dealerships and automotive service technician shops.

### Target Audience

This training program is intended for:

- Automotive Service Advisor
- Parts Clerk
- Customer Service Desk and more

### Training Outlines

#### Day 1

- Introduction to Inspection-Based Selling
- Vehicle Operations and Communicating with Technicians

#### Day 2

- Phone Skills
- Preparing for Customer Arrival

#### Day 3

- Service Process—The Write-Up
- Selling the Service

#### Day 4

- Delivery and Follow-Up
- Communicate Effectively with Service Customers

#### Day 5

- Warranty Essentials
- Applying Your Write-Up Skills
- Applying Your Relationship Skills

## Registration form on the Training Course: Automotive Service Advisor

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
Giza, Giza Governorate,  
Egypt.