



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 =

%

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# FLOW

REPAIR ORDER

VEHICLE

KEYS



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# 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?**

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# 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 \_\_\_\_\_

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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**

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**400 TIMES TO INTERRUPT TECH**

**?**

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# 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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# CONTACT

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