

ACTIVE DELIVERY
PROCESS

STEVE SHAW UNIVERSITY



VEHICLE COMPLETE

CAR?	PARK?
KEYS?	TECH?
	ASM?
RO?	VALET?
WHAT'S	NEXT?



REUNITE CUSTOMER WITH CAR

14/11//2

V	VHY?
1.	
4.	
G	OAL



RANSPARENCY					
EMF	PATHY				



CUSTOMER EXPECTATIONS

MEET	1	
	2	
	3	
	4	
	5	
EXCEED	1	
	2	
	3	
	4	
	5	
BELOW	1	
	2	
	3	
	4	
	5	



PROCESS

TECH

1.	
4.	
6.	



PROCESS

ASM

1	



PROCESS

CAR	KEY	RO	



YOUR DELIVERY

1.	
5.	



CSI STATEMENT

5 COMPONENTS OF CSI STATEMENT

1	
2	
3	
4	
_	



YOUR CSI STATEMENT



FINAL WALK AROUOND



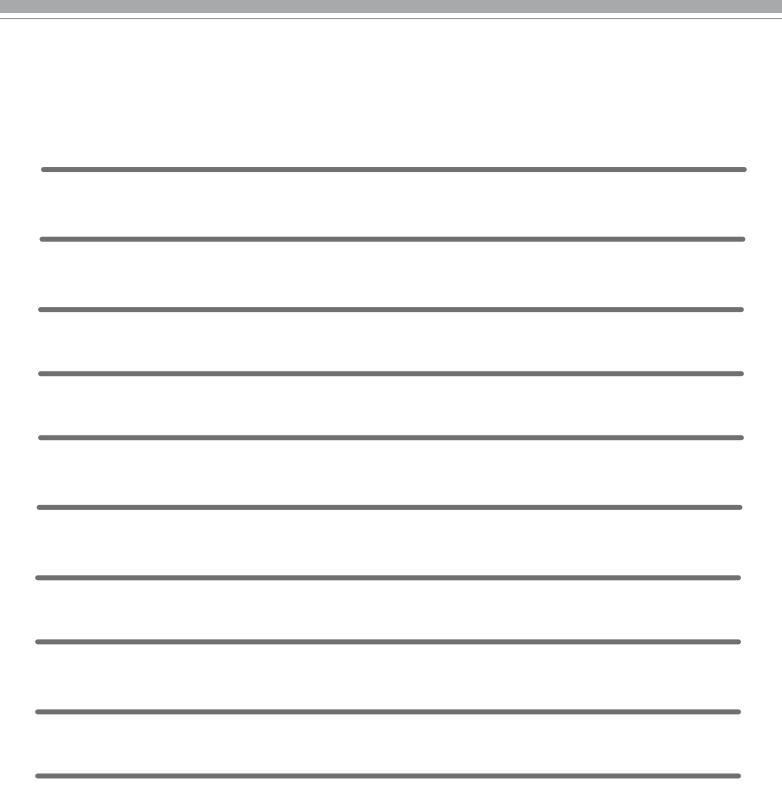


SOCIAL MEDIA REVIEW

1	
_	



YOUR SOCIAL MEDIA REVIEW





CONTACT

www.steveshawuniversity.com

(424) 237 - 4973

Steve@SteveShawTraining.com

