

Service Supervision Webinar Series

December 13, 2019

January 10 & 24, 2020

February 7, 21 & 28, 2020

March 6, 13 & 20, 2020

1:00 PM – 2:30 PM

Each session is valued at \$500.00

FREE to PRVCA members*

All nine webinars are included with your registration.



Greg Dewalt grew up in a family owned RV dealership in Pennsylvania and has been active in all aspects of the RV dealership including General Manager, Sales manager, Service Manager and RV Technician, but his true-love is fixed operations. He also served in many General Management duties, where he was instrumental in building and

maintaining dealership budgeting, reporting and goal realization.

He has authored numerous articles for RV Daily Report, and RV-Pro

*Not a PRVCA member?

Visit www.prvca.org or email daniel@prvca.org for more information

Membership includes free year-round training events

Have to miss a Friday webinar? Audio recordings will be available after the webinar has ended.

This webinar series is gear toward Service Supervisors, Managers and fixed Operations

This webinar series will define the role of the Service Supervisors, evaluate customer service processes, understand the financial side of service and build a team for exceptional customer satisfaction.

This is a must class for managers, directors and dealer principles who are managing the 7-step service process.

Learn how to:

- Provide the means to Profit and exceptional customer satisfaction
- Have a complete understanding of the roles of your team
- Implement and evaluate and train to the seven-step service process
- Manage by inspecting what you expect
- Finding the information that drives results and how it affects your team
- Complete financial breakdown and relational attributes of the processes
- Policies and how they can affect the overall dealership
- Philosophies of better service

Service Supervision Webinar:

Dealership Name: _____

Phone Number: _____

Name(s) of Attendee(s): _____

Email address(s) of attendee(s): _____

Please return this form to Megan McClain at megan@prvca.org or by faxing 717-303.0297 no later than **November 26, 2019**

*If the event is cancelled due to illness or weather, attendees will be contacted as soon as possible.

Please contact PRVCA at 888-303-2887 and ask for Megan McClain

Upcoming training for 2019-2020:

- December 6, 2019 - March 20, 2020 - Service Writer webinar series
- December 6, 2019 - February 14, 2020 - Warranty Administration webinar series
- December 11, 2019 - RV Electricity at NTP Stag/Keystone Automotive Operations, Exeter
- January 29, 2020 - Leadership Conference at Spooky Nook Sports/Warehouse Hotel
- February 4, 2020 - Lippert Components at Comfort Inn New Stanton
- February 11, 2020 - Coleman at Sparrow Pond Campground, Waterford
- February 12, 2020 - Lippert Components at Sparrow Pond Campground, Waterford
- February 17, 2020 - Dexter Axle at Dixon University Center, Harrisburg
- February 27, 2020 - Suburban at Stoltzfus RV & Marine, West Chester
- Marshall Excelsior, TBD