

# Service Management Webinar Series

October 6, 8, 13, 15, 20, 22, 27, 29  
and November 3, 2020

10:00 AM – 11:00 AM

*Each session is valued at \$500.00  
FREE to PRVCA members\**



*Greg Dewalt, Instructor*

***All nine webinars are included with your registration.***

\*Not a PRVCA member?

Visit [www.prvca.org](http://www.prvca.org) or email [daniel@prvca.org](mailto:daniel@prvca.org) for more information

***Membership includes free year-round training events***

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

***This webinar series is geared 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 Management Webinar series:

Dealership Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name(s) of Attendee(s): \_\_\_\_\_

\_\_\_\_\_

Email address(s) of attendee(s): \_\_\_\_\_

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Please return this form to Megan McClain at [megan@prvca.org](mailto:megan@prvca.org) or by faxing 717-303.0297 no later than **September 29, 2020**

\*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 2020/2021:

- November 2, 2020 - Training a Superstar Sales Team webinar with The Mar-Kee Group
- November 4, 2020 - Why Don't Prospects Buy webinar with The Mar-Kee Group
- November 16, 2020 - The Profitable Process for Handling Objections webinar with The Mar-Kee Group
- November 18, 2020 - Virtual Sales Pro webinar with The Mar-Kee Group
- December 3, 2020 - RV Electricity at Sparrow Pond Campground, Waterford
- December 10, 2020 - Demco at Comfort Inn New Stanton
- January 5, 7, 12, 14 & 19, 2021 - Warranty Administration webinar series
- January 25-29, 2021 - PRVCA Leadership Conference
- February 9-12 & 16-29 - PRVCA/RVTI Level 1 class - online
- February 23, 2021 - Dexter Axle at Stoltzfus RV & Marine, West Chester