

Career Training Solutions

Melbourne • Sydney • Brisbane • Adelaide • Perth • Auckland • Bangkok • Manilla • Beijing

Give your Dealership a Retail Overhaul

“The only thing worse than training staff and having them leave, is not training them and having them stay!”

“Let Reynolds look after all of your Dealerships training needs”

Are you converting all the visits made to your dealership by customers into sales? Does your staff have a retail mindset? Enroll now for this great new course!

Course Content

- Setting Goals, Objectives and Priorities (time management)
- Building telephone skills – for sales and effective communication
- Converting potential customers into customers
- The Cost of a Customer
- Interpreting Body Language
- Features–Advantages–Benefits, why should the customer buy from you?
- Developing an effective question technique, open and closed questions
- Closing the Sale – to save time and increase business
- Merchandising ideas to increase sales and improve the look of the dealership

This course is designed for Sales staff, Finance, Service, Parts, Reception and Customer Care consultants. This one day (10am to 4pm) workshop includes discussion, group work and case studies.

Only \$495 plus GST, including notes, lunch and certificate. Limited spaces available so book now!

For More Information - Contact: Peter Jacobson on 03 9535 2222 or mobile 0418 320 569 to register your interest for the first available course in your city. Also ring Peter for specific course information or to discuss your dealerships unique needs.

Book Now for Courses run in the following states:

- Adelaide - 7th September
- Brisbane - 24th September
- Melbourne - 18th September
- Sydney - 23rd August
- Perth - 20th September

Tick for your capital city.

Yes! Please book me into Retail Overhaul session
Investment: \$495 ex GST per course, inc. documentation

Name/s: _____

Dealership: _____

Phone: _____

Email: _____

Mobile: _____

FAX to 03 9535 2533