



## **Fixed Ops Training Curriculum**

Led by Quorum Instructors

Method of Delivery: Onsite

Total length of training: 4 days

# of Trainers: 1

# of Training Hours per week: 32

Total Cost of Course/ Training: \$5,600.00 CAD

Course Evaluation: Certificate of Completion

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### **Course Description**

Quorum's Fixed Operations Training is a results driven program, focused on ensuring that dealership employees learn the most efficient and profitable processes in the industry today. Our programs can be tailored to key on certain business practices or cover all the major business areas in the Fixed Operation Departments. As we guide you through, we will teach dealership staff a complete Fixed Operations Customer process resulting in increased Service and Parts efficiency, customer satisfaction and profitability.

### **Course Objectives**

Campaign look up Monitoring

Reducing Missed Service appointments

VIP (Vehicle Inspection Process)

Service Quoting Process

Management Reporting

Extended Warranty Sales from Service Visits

Matrix Service Labor Pricing

Matrix Parts Pricing

Parts Round-Up Pricing

Service CRM

Service Discounts - Process and Reporting

Parts Discounts - Process and Reporting

Maintenance Schedules & Recommended Services

### **Learning Outcomes**

Students will be able to:

1. Demonstrate the ability to apply proven practices and synthesize the functional areas of the dealership business to serve customers more efficiently and completely.
2. Access, evaluate and use best practice processes and information to assist in making good informed business decisions.
3. Communicate effectively with customers through various modern communication modalities, keeping pace with customer trends in the marketplace.
4. Easily identify repetitious tasks with their business and learn how to streamline these freeing up time to address more complex items.
5. Increase employees and team competency through teaching industry best practices.

**Note:** Customers will be provided with an up-to-date copy of a course outline with appropriate modifications developed based on employee, dealership and business needs.

*\*Travel Chargers and Taxes are not included in Total Cost mentioned above*