



RPM Training Presents Our Waterloo and Region 3-Day SMART Course

Service, Management And Results Training

**February 5,6,7, 2019 Waterloo and Region, Ontario
Venue: Listowel Golf Club, 8380 Fairlane Rd, Listowel, ON**

Trainer: **Murray Voth** murrayvoth@rpmtraining.net 604-786-9049

Same Great Trainer – Brand New Course!

Experience the latest in modern shop management training that is a result of 32 years of experience distilled into 3 Days. After 14 years of training and coaching Murray knows what works and what doesn't work, and how to get people past their roadblocks!

Day One: What We Sell Disappears - Capturing What We Sell

1. Introduction – What Is Good Customer Service?
2. Managing the Paper and Communication Flow
3. Scheduling – Creating a Professional Practice
4. Dispatching – Analogue and Digital Work Flow

Day Two: What is A Fair Price? - Managing What We Sell

5. Client Consultation Process – Overcoming the Negative
6. Measuring and Managing Service and Parts
7. Creating Productivity & Efficiency in Time and Money
8. Getting Paid For Testing – Throw Out The Magic Wand

Day 3: What is Good Value? – Managing the Vehicle

9. Inspections – The Doctor is In!
10. Maintenance Programs - Planting A Crop for the Future!
11. The 400% Rule – The Deferred work cycle.
12. Conclusion – How To Make These Changes Stick!



"In my previous workplace I went to a lot of training courses and seminars. (Primarily put on by RBC) I have never experienced a trainer as knowledgeable about a subject as Murray Voth of RPM Training. The content was excellent and relevant, and was well communicated at a good pace. His personalization of the training includes his own past experiences as well as current industry practices; his genuine interest in all who attended was a pleasant addition to the course. Genuine, Compassionate, Understanding, Concise, Humorous, Insightful, and Knowledgeable." ~ Joclyn C.

Further referrals available on request.

Your investment is only **\$1299.00** per person + HST \$168.87 = \$1467.87. Includes lunches, beverages, and training material.

Any shop that takes this course and implements at least one of the key chapters, will gain .5 of a billed hour per technician per day.

Example: 3 technicians X .5 Hour = 1.5 hours per day.
1.5 hours X 21 days in a month = 31.5 hours.
31.5 hours X \$100 an hour = \$3100.00
You double your training dollars in one month!

Register: Name (s): _____
Shop Name: _____
Business Address: _____
Billing address if different: _____
Email Address: _____ Phone: _____
Credit Card Number _____ Exp. Date _____
CCV# _____ Name on Credit Card _____

Please fill out and send scan or photo of registration to murrayvoth@rpmtraining.net or text to 604-786-9049