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# SERVICE ADVISOR TRAINING

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## AUGUST SCHEDULE

JOIN THE GROUP TRAINING ACADEMY  
AND OUR PROFESSIONAL TRAINERS FOR  
THE BEST SERVICE ADVISOR TRAINING  
AVAILABLE!

# THE FIRST STEP LIVE

\$295

*GREAT FOR NEW HIRES!* START YOUR  
TEAM OUT RIGHT WITH THIS  
PROFESSIONAL PROCESS TRAINING!

- GREET CLIENTS PROFESSIONALLY
- REAFFIRM YOUR UNDERSTANDING  
OF THE CLIENT'S CONCERNS &  
PUT THEIR MINDS AT EASE
- IMPROVE COMMUNICATION SKILLS
- OFFER REALISTIC PROMISE TIMES
- SCHEDULE THE NEXT VISIT

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AUGUST 5TH

9:30AM - 11:30AM CST

REGISTER HERE

THEGROUPTRAININGACADEMY.COM

# GETTING THE BIGGEST RETURN ON TRAINING INVESTMENTS

\$99

WE'VE DEVELOPED MANY TRAINING TOOLS  
AND ACCOUNTABILITY PROCESSES TO HELP  
YOU AS A MANAGER GUIDE YOUR TEAM TO  
HUGE INCREASES. THIS INVALUABLE SESSION  
IS PACKED FULL OF IDEAS TO KEEP YOUR  
TEAM MOTIVATED WITH FUN COMPETITIONS,  
REGULAR TRAINING EXERCISES, AND  
CONSISTENT MONITORING.

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AUGUST 5TH  
2:00PM - 3:00PM CST

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# MASTER YOUR PRESENTATIONS WITH ROLE-PLAYS

**\$49**

PRACTICE MAKES PERFECT! REVIEW BENEFITS FOR  
SERVICES WHILE USING OUR 5-STEP SELLING PROCESS.

GET THE OPPORTUNITY TO:

- LISTEN TO OTHERS MAKE THEIR PRESENTATIONS & LEARN FROM PROFESSIONALS
- SELL TO THE TRAINER WHO WILL GIVE THEM PRAISE AND CRITIQUES AS NEEDED
- OPENLY ASK QUESTIONS AND DISCUSS EACH OTHER'S DESCRIPTIONS AND METHODS

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**AUGUST 17TH**

**12:30PM - 1:15PM CST**

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# CLOSING SKILLS: GETTING TO YES!

\$49

IF WE DON'T ASK THEM TO BUY, THEY WON'T! MANY ADVISORS STOP SHORT OF CLOSING THE SALE. THIS SESSION IS FULL OF EFFECTIVE CLOSURES FOR YOUR TEAM TO REVIEW AND CHOOSE FROM. A PROFESSIONAL TRAINER WILL ENCOURAGE YOUR TEAM TO PERSONALIZE THEIR PRESENTATIONS AND CLOSURES BY KEEPING THEM SIMPLE, YET EFFECTIVE.

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AUGUST 17TH  
1:30PM - 2:15PM CST

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# SELLING PREVENTATIVE MAINTENANCE PACKAGES

\$49

LET US INCREASE YOUR CUSTOMER PAID SALES BY DEMONSTRATING HOW TO BUILD VALUE INTO FOLLOWING PREVENTATIVE MAINTENANCE PLANS. ENSURE CUSTOMERS ARE NEVER OVERWHELMED BY LEARNING HOW TO PRESENT COMBINATIONS OF SERVICES WITH SIMILAR BENEFITS IN A CONCISE YET EFFECTIVE MANNER.

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AUGUST 24TH  
1:00PM - 1:45PM CST

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# SELLING THE JOB

MPI / DIAGNOSIS

\$49

THIS IS ANOTHER STEP FOR INCREASING CP SALES. ADVISORS WILL LEARN EFFECTIVE TECHNIQUES FOR SELLING REPAIRS AND MPI RECOMMENDATIONS AFTER THE CONCERN HAS BEEN DIAGNOSED. WE ENCOURAGE ADVISORS TO BRING IN DECLINED RO'S OR JOBS THEY ARE GETTING READY TO CALL AND SELL.

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AUGUST 24TH

2:00PM - 2:45PM CST

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