



TOP GUN TECHNICIAN EXCELLENCE

Top Gun Technician Excellence-Beyond Diagnostics is a two-day team building class that will provide service technicians with the “soft” tools to perform their job better.

Through a series of breakouts, technicians will develop improved customer communications skills, learn how to drive customer satisfaction, sales leads, and referrals through a defined service delivery procedure. This process will help technicians reduce callbacks, improve revenue generation, and increase job satisfaction while increasing their overall value to the company.

Attendees will learn to:

- Reduce callbacks
- Improve revenue generation
- Generate replacement sales leads
- Increase their overall value to your company



This class is Nate certified for CEUs!

“I am more confident in presenting different options to the customer. I also understand more on why the company I work for changes what they do. I would definitely recommend this class to any other technician. Dave was also a great presenter.”

Lance Evans

Space is limited – sign up today!
Call Angie Swartz @ 206-870-1880 ext. 1120



Class Outline

1. Class Mission
2. The Financial Dynamics of a Service Department
3. Client Service Mentality
4. Referral Generation
5. Sequence of Operations
6. System Diagnostic NOT symptom Diagnostic
7. Discussing Options
8. Presenting Options
9. The Runway and Final Landing
10. Implementation



Driving Profit & Growth

Top Gun Technician Excellence: Beyond Diagnostics

When & Where:

- February 15-16, 2018 in Dallas Fort Worth, TX

Trainer:

- Dave Consulo

Who Should Attend:

- Service Technicians
- Owners
- Service Managers
- Dispatchers

**Call
Angie Swartz at
206-870-1880 ext.
1120 to sign up
today!**

Accommodations:

- Hotel recommendations will be sent in your class welcome packet

What's included:

- Continental Breakfast
- Lunch
- Break snacks



Register Online at www.bdrco.com or fill out and return this form

Company Name:			Contact:		
Card #:			Card Type:		
Name on Card:		Exp. /		CID#	
Billing Address:			Email:		
City:	State:	Zip:	Company Phone #:		
<input type="checkbox"/> I hereby authorize payment to be processed using the credit card provided above and agree to the cancellation terms.					
<input type="checkbox"/> I hereby authorize payment to be processed using my payment method on file with BDR for my coaching program					
Authorized Signature:				Date:	
Important Notes		Class Fee Per Company			Payment Plan (Check Below)
Fee does not include travel, lodging or dinner. Fee is non-refundable		Sign up	By: 1/15/18	After 1/15/18	1 Payment
		Per Person Registration Fee	\$ 895.00	\$ 995.00	3 Payments If registered minimum 3 months prior to class.
<i>Cancellations received within 10 days of the class are non-refundable</i>					
<i>There is a \$200 per person transfer fee to move to another session. Note: new sessions may take place in a different location from the current session.</i>					
Attendee Names		Email Address		Fee	Comments
1					
2					
3					
4					
Referred by:				Total:	

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