

Top Gun Technician Excellence: Beyond Diagnostics

November 6-7, 2018 in Atlanta, GA | November 8-9, 2018 in Phoenix, AZ



LEARN THE SOFT SKILLS TECHNICIANS NEED TO SUCCEED

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.



This class is certified for 16 CEHs!

“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:

- November 6-7, 2018 in Atlanta, GA
- November 8-9, 2018 in Phoenix, AZ

Trainer:

- Dave Consulo

Who Should Attend:

- Service Technicians
- Owners
- Service Managers
- Dispatchers

Accommodations:

- Hotel recommendations will be sent in your class welcome packet

What's Included:

- Continental Breakfast
- Lunch
- Break snacks
- Course Manual
- Downloadable Forms



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 on my payment method on file with BDR for my coaching program.				
Authorized Signature			Date:	
Important Notes	Session (circle session)	Class Fee Per Person		Payment Plan (check below)
Fee does not include travel, lodging or dinner.	Atlanta, GA Nov. 6-7, 2018	On or before Oct 6, 2018	\$ 895	<input type="checkbox"/> 1 Payment
		After Oct 6, 2018	\$ 995	<input type="checkbox"/> 3 Payments
	Phoenix, AZ Nov. 8-9, 2018	On or before Oct 8, 2018	\$ 895	If registered minimum 3 months prior to class
		After Oct 8, 2018	\$ 995	
<i>Cancellations received within 10 days of the class are non-refundable . 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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