



NAPA Auto Parts and RPM Training Present: Our 3 Day Live In Person SMART Course

Service, Management And Results Training

9:00 AM to 5:00 PM October 4-6, 2022

Location: Four Points by Sheraton Mississauga Meadowvale
2501 Argentia Rd, Mississauga, Ontario

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

Experience the latest in modern shop management training that is a result of 36 years of experience distilled into 3 Days. After 17 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 Workflow

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 **\$1699.00** per person plus applicable taxes. Includes lunches, beverages, and training material. This training may qualify for the Ontario/Canada Training Grant.

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 \$120 an hour = \$3,780.00
You double your training dollars in one month!
And add \$45,360 in service sales for the year!

Register: Name (s): _____

Shop Name: _____

Business Address: _____

Billing address if different: _____

Email Address: _____ Phone: _____

NAPA Account Number _____

Email this form to Christina McCauley at cmccauley@uapinc.com