# Course Overview

# Supervisors Role

## Supervision

## Leadership

## Mentoring

## Managing

## Training

## Monitoring

## Customer Relations

## Fire Prevention vs Fire Fighting

# Dealing with People

## Customers

## Team

## Upper Management

## HR and Legal

# Managing Time

## Yours

## Teams

# Leading and improving your team

## Evaluating

## Training

## Mentoring

## Motivating

# Understanding Service Metrics

## Calls per day

## Parts Cost Per Call

## Copies between Calls

## Parts Cost per Copy

## Accountable Time

# Understanding Service’s Role in the Dealership

## Pro finance Model

## Customer retention

## Enabling Sales

# Identifying Areas for Improvement

## Improving Team

## Improving Individuals

## Case study 1

## Case study 2

## Case study 3