



(Live 1 Day)

Service Advisors Training

Friday
February 6, 2026

PHONE

1-888-735-6275
Text 519-852-0272

ONLINE

info@duanemarino.com
www.DuaneMarino.com

Become Unstoppable, GO with the FLOW and Sell Twice as Much in Half the Time



(LIVE 1DAY)

Service Advisors Training

Friday February 6, 2026

- How to set goals that will actually be obtained
- The compressed shopping process of the service customer
- How to maintain a competitive edge against your competition
- How to quickly identify and mirror your customer based on 'social styles'
- The urgency of handling a telephone or counter inquiry
- Attitudes that turn customers away and those that bring them back
- The power of words and body language - statements to avoid
- Creating a positive first and last impression
- Feature, benefit and advantage selling your people, procedures and parts
- How to isolate and close on concerns using six classic service closes
- Procedure review The Art of the 'Service Advisor Walkaround'
- Observation and coaching checklist for service advisors
- We provide unique and easy to use 'Communication Pads' which improve diagnostic conversations and help prevent come-backs
- Back to basics overview of the appointment process, advisor consulting procedures, your repair/shop process, after-service delivery and after-service follow-up process

SPACE IS LIMITED

Don't miss Duane Marino **LIVE**

info@duanemarino.com

1-888-735-6275 or text 519-852-0272