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## Course Title: Fixed Operations Team Practical Skills Day Syllabus

**Automotivaters Training Delivery Methods: Trainer Lead:** In-Person or Online Live via Zoom.

**Duration:** 6 hours in-person or 2 x 3-hour sessions via Zoom.

**Attendees:** Service & Parts Advisors, Service Reception, Appointment Coordinators, BDC, Warranty Administrators, and Tower Supervisor

**Group Training** - Effective Communication:

Techniques for enhancing communication skills within the team.

Role-playing exercises for real-life scenarios.

Desk Work - Fixed Operations Strategy Review:

Analyzing and refining individual and team fixed operations strategies.

Addressing challenges and brainstorming solutions.

**On-Floor Work** - Practical Application:

Hands-on exercises in the fixed operations area.

Implementing newly learned techniques in a real-time setting.

**Experiential Training** - Customer Interaction Simulation:

Simulated scenarios for practicing effective customer engagement.

Immediate feedback and improvement suggestions.

**Skills Assessment** - Individual and Team Evaluation:

Evaluation of skills acquired throughout the day.

Identifying areas for further improvement.

Emphasizing the application of skills in daily fixed operations.

Future Development Opportunities:

Discussion on ongoing training and development initiatives.

Opportunities for continued growth within the fixed operations team and the organization.