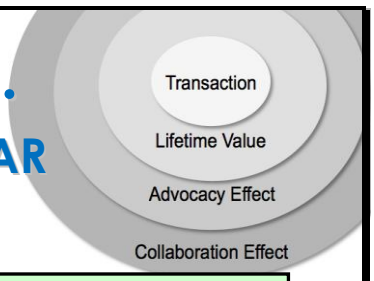
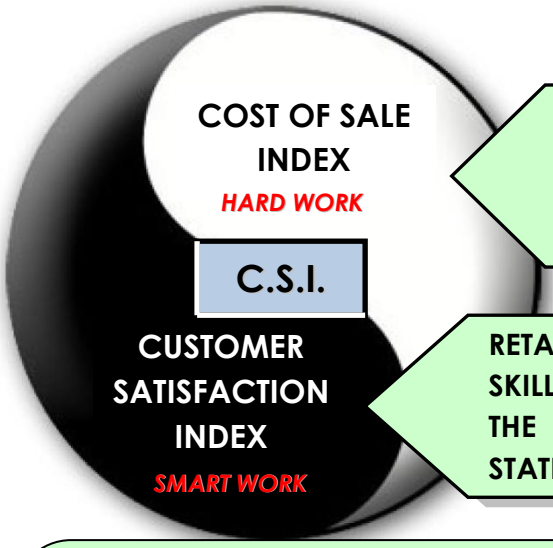
SWC
STEPHEN WREN CONSULTING
"BE THE BENCHMARK"
COACHING - TRAINING - LEADERSHIP

MAXIMISING YOUR C.S.I.

AN ACTION PLAN – NOT A SEMINAR





CLOSING RATIOS, MARKETING AND PRICE SHOPPERS DIMINISH OUR PROFITS AS THE FOCUS IS ON FINDING BUSINESS AND CREATING RELATIONSHIPS FROM SCRATCH

RETAINING CUSTOMERS RELIES ON THE WILLINGNESS, THE SKILL AND THE DISCIPLINE OF ANY AGENT WHO FRONTS THE PUBLIC AND REFLECTS YOUR COMPANY'S MISSION STATEMENT. MAINTAINING RELATIONSHIPS IS CHEAPER

AN INVESTMENT IN PROFIT THROUGH CUSTOMER LOYALTY

FOR YOUR SALES & SERVICE DEPTS.

A GREAT WAY TO KICK OFF THE NEW FINANCIAL YEAR – WITH MUTUAL PURPOSE, WITH UNIFIED BELIEF AND BEHAVIOUR

TWO X HALF DAY SESSIONS TO COVER YOUR SALES & SERVICE PERSONNEL IN AN INTEGRATED INTERACTIVE FORMAT THAT ENSURES UNIFORMITY OF APPLICATION NOW!

- NO HYPE - REAL WORD SOLUTIONS APPLICABLE TO ALL DEPTARTMENTS
- SELF ASSESSMENT EXERCISES TO PROVIDE YOUR MANAGERS WITH MEASURABLE OUTCOMES
- LIVE MYSTERY SHOPPING EXERCISES – KNOW YOUR COMPETITOR AND WIN!
- THIS IS ABOUT ACTIONS TO TAKE, WORDS TO SAY AND WAYS TO BEHAVE THAT ARE REASONABLE, ETHICAL AND TACTICALLY ADVANTAGEOUS TO YOUR BRAND AND YOUR DEALERSHIP.
- FULL POST SESSION SUPPORT OFFERED TO ALL PARTICIPANTS
- COMPREHENSIVE FEEDBACK TO D.P.

"The happiest customers are the ones who pay the most. The hagglers are the most difficult to manage. This is about making them happy and reaping the benefits."

Steve Wren

DON'T CHASE BENCHMARKS SET BY OTHERS - BE THE BENCHMARK