



North Dakota Implement Dealers Association



2011 “Parts & Service Management Essentials”

Available to Leadership Course Graduates

11/19/10

NDIDA’s “Parts & Service Management Essentials” class offers the latest industry practices designed to increase productivity in both the parts and service departments. This dynamic course will explain how the Service Manager can help increase profitability within the Parts Department and the Parts Manager for the Service Department. This is just one of many concepts that will be addressed in this high-level professional development opportunity. The course has been designed specifically for Parts & Service Managers, but anyone from the parts and service management staff will benefit.

“Parts & Service Management Essentials” will enable managers to increase efficient communication flow, identify key financial ratios and how to improve them, and address techniques to maximize employee performance. It will also identify several critical areas that affect profitability with an emphasis on the relationship between the parts and service managers. This is why dealerships are encouraged to send BOTH their parts and service managers (*not a requirement*).

This rigorous two-day challenge has a major emphasis on Department Finance, Human Resource Management, Customer Awareness and will consist of:

- Flat Rates – why you need them, how to price, monitor, and measure flat rate performance
- Leading indicators to effectively manage day-to-day operations and how they affect financial statements
- Understanding parts & service financials, how to perform financial reviews
- Customer awareness training and behavior assessment
- Managing conflict with customers/employees and “Tools to use when dealing with difficult people”
- Time management for managers, recruiting & hiring process, employee retention, and basic legal reminders

Instructors consist of industry finance specialists, experienced human resource managers, and a training & development professional.

Classes will be held in **Fargo** on **January 19-20, 2011**. A confirmation letter and site information will be forwarded following course registration.

Tuition: \$175 per person (includes training, materials, lunches, and breaks.) Full tuition required with application. Refunds not available for missed classes.

Registration deadline: Applications must be received in the association office by **Friday, December 17, 2010**. Group size is limited – course will be filled on a first request basis.



NDIDA's "Parts & Service Management Essentials"

A critical skills class open to NDIDA Leadership Course Graduates!

Participant(s): _____ Title _____

_____ Title _____

Dealership Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Session location:

Fargo

Vista Inn
1340 21st Avenue South

Dates: Wednesday, January 19, 2011 9:00 am – 5:15 pm
Thursday, January 20, 2011 8:00 am – 3:30 pm

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Friday, December 17, 2010. Group size is limited – course will be filled on a first
request basis.

Forward this form, along with tuition check payable to NDIDA, to:
NDIDA, PO Box 2524, Fargo, ND 58108
(A confirmation letter and site information will be forwarded following course registration.)