 The RV Learning Center Web Seminar


Service Writer Advisor Certification & Training Program

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Date: February 3, 2009
Time: 3pm ET/12pm Pacific



The RV Learning Center Presents:

Service Writer/Advisor Training and Certification Program

Reasons for this web seminar

- To give a brief background on the RV Learning Center and the services it provides
- Provide information about the service writer/advisor training and certification development process
- Suggest other training and resources

Survey Question

1. Please indicate which option best fits your job description
 - A. Dealer/General Manager
 - B. Service Department with primary responsibility for service writer/advisor.
2. If you are a Dealer/GM, do you have at least one certified employee, not including technicians?
 - A. Yes
 - B. No





The RV Dealers International Convention/Expo
Offers



Training for all dealership employees

Employee Professionalism Through the RV Learning Center Training and Certification Programs



Presenter



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A Partnership with The Ohio State University's CETE

- Select Group of Occupational Experts Identified as Top Performing service writer/advisors



General Knowledge, Skills, and Work Behaviors

- General Business
- Organizational skills
- Computer programs
- Multi-tasker
- Detail Oriented
- Professional
- OEM Manuals/Internet
- Flat Rate Guides
- Accountable
- Ethical
- Dependable
- Team Player
- Self-motivated

A Team Effort During Every Step in the Process



What is DACUM?

- An abbreviation for Developing A Curriculum
- An occupational analysis performed by expert workers in the occupation
- An occupational skill profile



Duty B: Coordinate Customer Appointments



- Assess customer need
- Establish appointment/completion time
- Pre-write customer's repair order
- Obtain pre-authorizations as needed
- Confirm customer appointment
- Provide information for drop offs

Duty C: Maintain Daily Operations

- Open/close service department
- Review daily appointment schedule
- Contact 'no show' appointments
- Review open repair orders
- Maintain customer records
- Code service claims with labor codes
- Update daily service schedule
- Review productivity/efficiency reports
- Process customer requests
- Check on authorizations from OEM's
- Review CSI process
- Maintain work area
- Maintain filing system
- Process customer payments



Duty D: Coordinate Technician Workload

- Determine carryover with leads/shop foreman
- Dispatch work to techs
- Confirm authorizations with techs
- Obtain updates from techs
- Reassign work to techs

Duty E: Coordinate With Other Departments

- Coordinate with sales & F&I departments
- Coordinate with parts department
- Coordinate with service department
- Coordinate with detail department
- Arrange for sublet repairs and payments
- Schedule customer orientation



Duty F: Pursue Professional Development

- Participate in professional development





The RVDA Education Foundation's RV Learning Center
has conferred upon

George Costanza

the designation of
CERTIFIED RV SERVICE WRITER/ADVISOR

for demonstrating a high level of knowledge and competence for the position of RV Service Writer/Advisor by successfully completing an examination and having the required on-the-job experience.

The RV Learning Center developed the Service Writer/Advisor Certification Program in collaboration with The Ohio State University's Center on Education and Training for Employment.

This certification expires on February 3, 2014

Ray Horney 0309 *Michael P. McLean*
Chairman, RVDA Education Foundation Month/Year President, RVDA Education Foundation

Why Get Certified?

- For the dealer, certification means...
 - Increased employee retention
 - Greater dealership profitability
 - Higher level of professionalism among employees
- For the individual, certification means...
 - Self-confidence
 - A respected career path
 - Evidence of competence, dedication, and professionalism

Next Steps ...

- Visit the RV Learning Center's website for more information: www.rvlearningcenter.org, including the:
 - FREE Service Writer/Advisor DACUM chart
 - Order form for the Learning Guide
 - Certification application form
 - RV Training Calendar

Training Resources in One Place!

<http://www.rvtrainingcalendar.com>

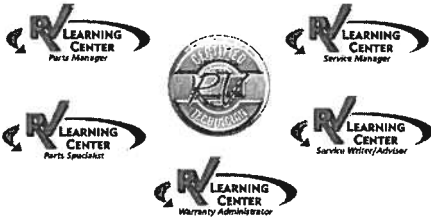
Program Title	Start Date	End Date	Location
F & E Sales Training	3/8/2007	6/11/2007	Winnipeg, MB
RV Technician Seminar	3/10/2007	3/10/2007	Gurnee, IL
RV Workplaces New and Ongoing Training	3/12/2007	3/12/2007	Buffalo, NY
Sustaining Excellence Leadership Retreat	3/20/2007	3/23/2007	Walden, GA
RV Technician Training	3/23/2007	6/13/2007	Bethlehem, PA
RV Consumer Technical Service Training	6/12/2007	6/12/2007	Houston, TX
Workplaces Advanced F & E Sales Training	6/12/2007	6/12/2007	Maple, ON
Sustaining Excellence Leadership Retreat	6/19/2007	6/19/2007	Walden, GA
Partners Management Seminar	6/20/2007	6/27/2007	Orlando, FL
RV Industry Specialist - Summer 2007	7/10/2007	9/10/2007	Fayetteville, GA
RV Coach Specialist - Summer 2007	7/10/2007	9/10/2007	Fayetteville, GA
RV Business Compensation Specialist - Summer 2007	7/10/2007	9/10/2007	Fayetteville, GA
RV Systems Specialist - Summer 2007	7/10/2007	9/10/2007	Fayetteville, GA
Sustaining Excellence Leadership Retreat	7/16/2007	7/16/2007	Walden, GA
F & E Sales Training	7/24/2007	7/27/2007	Baltimore, MD

Survey Question

■ What is your top reason why Service Writer/Advisor training and certification interests you?

- A. Strengthen company credibility
- B. Validate employee skills
- C. Improve operational readiness
- D. Comply with training mandates

Get Certified in 2009! RV Professional Certification Week is March 9-13, 2009



Thank You!



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