



## Ride Control Master Class

### *Service in 4 Steps*

1. Customer Interview
2. Ride Test
3. Physical Inspection
4. Recommendation

Monday August 21, 2017 or  
Tuesday August 22 2017  
Dinner: 5 pm-6:00 pm  
Training: 6:00 pm

Location:  
Car Parts Warehouse  
2799 Copley Rd.  
Copley, Ohio 44321

### Ride Control Master Class:

This course is designed to provide the attendees with all the essential skills related to making a fact based recommendation for replacement of worn ride control products. The critical components of this course focus the attendee on integration of the four key steps for diagnosing and recommending ride control replacements. After completing of this course attendees will understand how to perform an interview with the customer, complete a suspension focused road test, implement an inspection process and make a fact based recommendation for replacement. The course also offers guidelines on usage of business tools such as warranty and consumer promotions to provide complete customer satisfaction.

Approx. Length: 1.5 hours



**FREE to first 40 customers  
to sign up online@  
[www.carpartswarehouse.net](http://www.carpartswarehouse.net)**