

SERVICE CLASS AGENDA

Purpose: 2018 Service Class Agenda

Day One

<i>Breakfast</i>	8:30 AM - 9:00 AM
<i>Expectations, Rules & Vision</i>	9:00 AM - 10:30 AM
<i>Ethos & Trainer Introductions</i>	
BREAK	10:30 AM - 10:45 AM
<i>Attendee Introductions</i>	10:45 AM - 12:00 PM
<i>Repair Order Potential</i>	
LUNCH	12:00 PM - 1:00 PM
<i>Repair Order Potential Cont.</i>	1:00 PM - 2:15 PM
<i>Break-out Session</i>	
<i>Leadership Framework</i>	
BREAK	2:15 PM - 2:30 PM
<i>Leadership Framework Cont.</i>	2:30 PM - 3:45 PM
BREAK	3:45 PM - 4:00 PM
<i>Creating a Point-of-Separation</i>	4:00 PM - 6:00 PM
<i>Dismissal</i>	
<i>Homework: Goals and Resources, Deal Potential, \$30 Per RO, Read Articles</i>	

Day Two

<i>Breakfast</i>	8:30 AM - 9:00 AM
<i>Review the Homework</i>	9:00 AM - 10:15 AM
BREAK	10:15 AM - 10:30AM
<i>Break-out Session</i>	10:30 AM - 12:00PM
<i>Setting the Stage for the Experience</i>	
LUNCH	12:00 PM - 1:00 PM
<i>Intro to R2</i>	1:00 PM - 2:15 PM
BREAK	2:15 PM - 2:30 PM
<i>R2 Cont.</i>	2:30 PM - 3:45 PM

Break-out Session

BREAK	3:45 PM - 4:00 PM
<i>R2 Cont.</i>	4:00 PM - 6:00 PM
<i>Dismissal</i>	
<i>Homework: Learn R2 Process, Read Message To Garcia</i>	

Day Three

<i>Breakfast</i>	8:30 AM - 9:00 AM
<i>Class Picture</i>	9:00 AM - 10:30 AM
<i>Review Homework</i>	
BREAK	10:30 AM - 10:45 AM
<i>Break-out Session</i>	10:45 AM - 12:00 PM
LUNCH	12:00 PM - 1:00 PM
<i>Impact Words</i>	1:00 PM - 2:15 PM
<i>Addressing Product Concerns – Closing</i>	
BREAK	2:15 PM - 2:30 PM
<i>Break-out Session</i>	2:30 PM - 3:45 PM
<i>Negotiations</i>	
BREAK	3:45 PM - 4:00 PM
<i>R2 Review</i>	4:00 PM - 5:00 PM
<i>Relay Presentation</i>	
<i>Dismissal</i>	
<i>Homework: Learn Complete Presentation and Prepare to Film</i>	

Day Four

<i>Closing Comments</i>	9:00 AM- 12:00 PM
<i>Filming</i>	
<i>Dismissal</i>	Upon Completion