



**YOU NET
RESULTS**

Front Counter 6 Series

Thank You for Attending this
Results Zoominar

Live Today and Library Content Soon

Powered by **YOU NET RESULTS**

Continuing Front Counter Thinking

Front Counter is a Process....

When Utilizing YOU *TOOLS*

YOU NET
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Front Counter 6 Series

Two of the *Premier* Automotive Guides

Brian Gillis

Jim Ryckman





**YOU NET
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Front Counter Process

About Brian Gillis...

- 25 Plus Years operating auto repair shops in Texas, Georgia and Colorado, multi unit stores
- Hired and Trained over 2000 staff members
- Budgeting and Profits Brian's Specialty
- Smooth as silk with customers
- Polished and Professional
- Seasoned Automotive Veteran
- Owner and Founder of YOU NET RESULTS



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Front Counter 6 Series

About Jim Ryckman...

- Founder and Operator of Rytek Automotive
- Moved from Business Owner to Business Leader
- Automotive Technician Trained
- Level 3 Leader
- 25 plus years of business know how
- Dollar Time Facilitator
- Zoominar Presenter
- TurnAroundTour Language Instructor





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Many have discovered in the past...

- Front Counter can be a process!
- Front Counter can be learned!
- Front Counter can be taught!
- Front Counter can be “FUN”!
- Front Counter can be systemic!



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YOU *TOOLS*

It's easy to build a Front Counter process but it's
easy not to!

How-to build Your Front Counter Process
6 Steps

1. Thinking
2. Words
3. Action
4. Habits
5. Perseverance
6. Attainment



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YOU *TOOLS*

- Front Counter Processes and Systems run your business... written or unwritten
- People run the Front Counter Processes and Systems
- Making your business process and systems dependent **not** people dependent is the major objective of the Manager



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- **YOU *TOOLS Series 1.. Phone Skills***
- Incoming Phone Call Scripts
- Why do we do it this way?
- Why do phone skills? Four Reasons
- Eight Rules for answering the phone
- Three type of phone calls
- Proper word usage... Mission Critical



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- **YOU *TOOLS Series 2.. Your Role***



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- **YOU *TOOLS Series 3.. Competency***



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- **YOU *TOOLS Series 4.. Pace***



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- ***YOU TOOLS Series 5.. Presentation***



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- ***YOU TOOLS Series 6.. Success Puzzle***



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- **YOU *TOOLS***



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What are? Service Advisor YOU *TOOLS*****

- They are built for YOUR NET RESULTS
- Designed to help YOU be in Process
- TAP – Turnaround Point Book...Gary Gunn's Voice in Print and Audio
- Moving from a good to a great Front Counter (Good to Great)
- Front Counter Silver Bullets do not exist



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- **YOU *TOOLS***
- ECM – Effect – Cause – Maintenance
- Quantum Leap
- PARP - Prepare-Audit-Rehears-Present
- The Board
- Huddles
- Game Films



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- **YOU *TOOLS***
- Bag /Next Day Audit
- Go For No and The Five Levels
- Trash Can Words
- Phone Scripts
- Presentation Scripts
- Gotta-Have / We Noticed



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- **YOU *TOOLS***
- Tie Down
- Push vs Pull Method
- Speed of Service
- You Squared
- Mood Diagram (3 Circles and 2 Triangles)
- Vehicle Timeline



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- **YOU *TOOLS***
- Script Enhancements
- Gut Punch Script
- Missed Sales File
- 100 Nos Per Day
- Company Brochure
- Black and Red Bags



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- **YOU *TOOLS***
- Saves Time
- Stop working so hard
- Reduce stress and pressure
- Retain the customer



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