

# Total Team Training



**Presented By  
Brian Gillis / Owner and Guide**

Results-Learning Works Best When Ongoing

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# Opening Thoughts



**Advisor Results Academy**  
Presenting

**Total Team Training**  
Featuring

## **Results-Learning that Grows Your Confidence**

This not a lecture or a speech, it's a virtual clinic. A hands-on, participation by all, voice, mind and body workshop. Old habits are hard to break, new ones are hard to learn, and sometimes we don't want to do either.

**Advisor Results Academy** believes you have to learn it, use it, teach it and own it. That's our goal for our time together.

Brian Gillis has over three decades of experience working in the automotive industry, including owning and managing multiple shops. In these Virtual Clinic sessions, Brian works with your Service Advisors and Technicians to create the smoothest possible key-to-key experience for customers.

When your team knows how to run every system, your shop will run like a well-oiled machine, and your cash register will ring like never before!

## You Net Results — Language

1. Yes \_\_\_\_\_
2. SOS \_\_\_\_\_
3. Professional Obligation \_\_\_\_\_
4. Stop Selling Your Own Wallet \_\_\_\_\_
5. Buying Mood \_\_\_\_\_
6. Most Important Customer \_\_\_\_\_
7. Lotus Code \_\_\_\_\_
8. ECM \_\_\_\_\_
9. Two Ways to Increase Sales \_\_\_\_\_
10. Full System Isolate \_\_\_\_\_
11. PMI \_\_\_\_\_
12. Eyes on it \_\_\_\_\_
13. Intake Sheet \_\_\_\_\_
14. Bid Sheet \_\_\_\_\_
15. PARP \_\_\_\_\_
16. The Customers Lenses \_\_\_\_\_



# Lotus Code

What is it? \_\_\_\_\_



1. T \_\_\_\_\_  
\_\_\_\_\_

2. W \_\_\_\_\_  
\_\_\_\_\_

3. A \_\_\_\_\_  
\_\_\_\_\_

4. H \_\_\_\_\_  
\_\_\_\_\_

5. P \_\_\_\_\_  
\_\_\_\_\_

6. A \_\_\_\_\_  
\_\_\_\_\_

17. Other Thoughts:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Only Two Ways to Increase Sales

[illegible]

## Left Hand Right Hand



Describe a situation you encountered, as a consumer, where you felt the left hand didn't know what the right hand was doing?

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How did that make you feel? \_\_\_\_\_

What do you believe is the answer to avoiding this situation?

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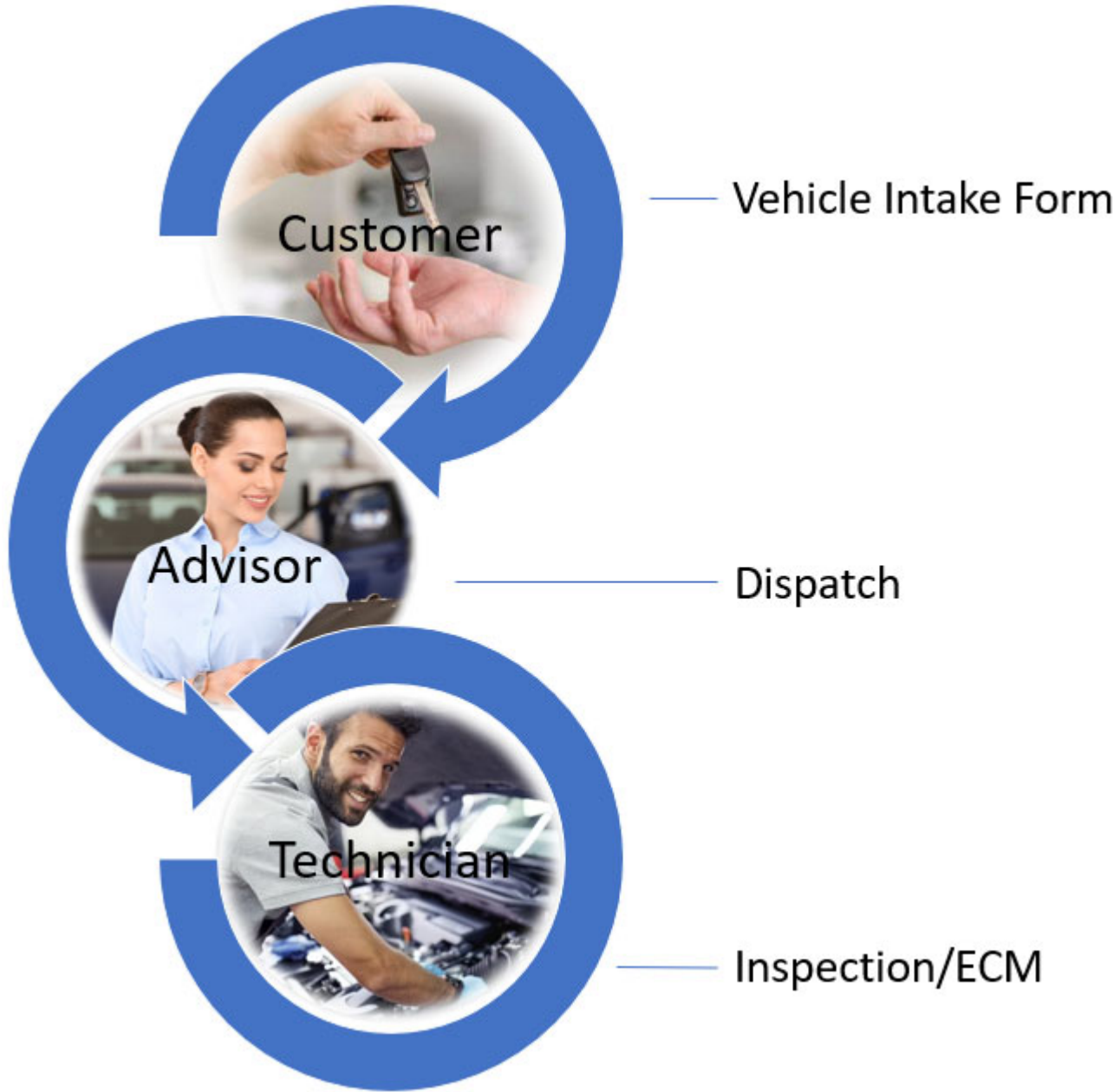
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## Notes Page

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Full System Isolation



Notes: \_\_\_\_\_

\_\_\_\_\_

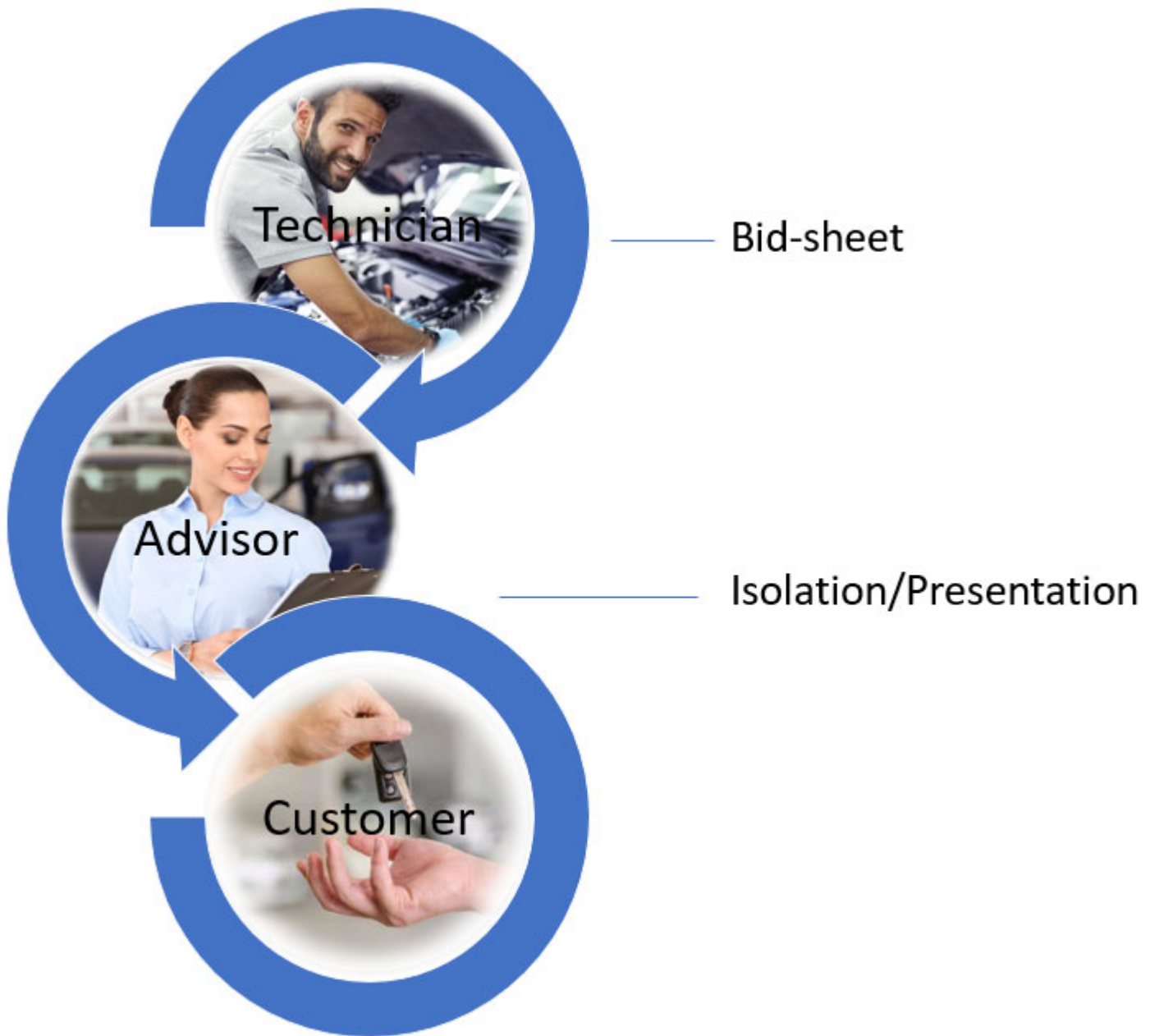
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Full System Isolation Continued



Notes: \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

# Preventative Maintenance Inspection



Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

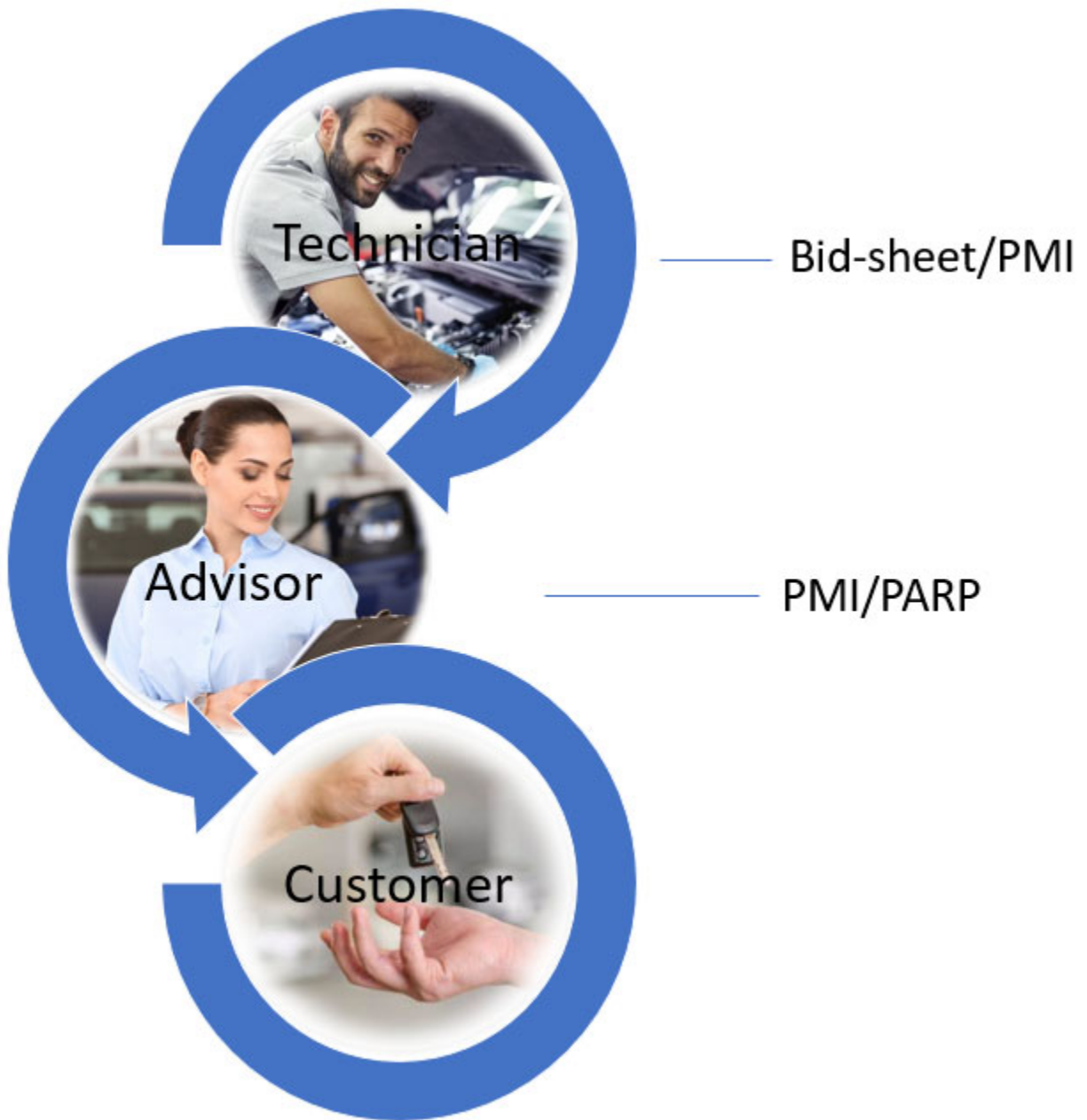
\_\_\_\_\_

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\_\_\_\_\_

## Preventative Maintenance Inspection Continued



Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Vehicle Intake Form



**TRANSOLUTION  
AUTO CARE CENTER**

4500 TRANSOLUTION LN  
MISSOULA MT 59804  
406-721-6109

[WWW.TRANSOLUTION.BIZ](http://WWW.TRANSOLUTION.BIZ)

FOR OFFICE USE ONLY			
APPOINTMENT			
DATE	DAY	TIME	
NEW CUSTOMER Y / N	If YES HOW DID CUSTOMER HEAR ABOUT US?		
SERVICE ADVISOR			
STREET ADDRESS		VIN	
CITY	STATE	ZIP CODE	LICENSE NUMBER
BUSINESS PHONE		HOME OR CELL PHONE	EXT. COLOR/TRIM
EMAIL ADDRESS		PRODUCTION DATE	TRANSMISSION
		MILEAGE	ENGINE SIZE
VEHICLE YEAR		VEHICLE MAKE AND MODEL	
		THIS VEHICLE IS USED FOR TOWING <input type="checkbox"/> YES <input type="checkbox"/> NO	

Please describe in your own words any problems/concerns you are having with your vehicle:

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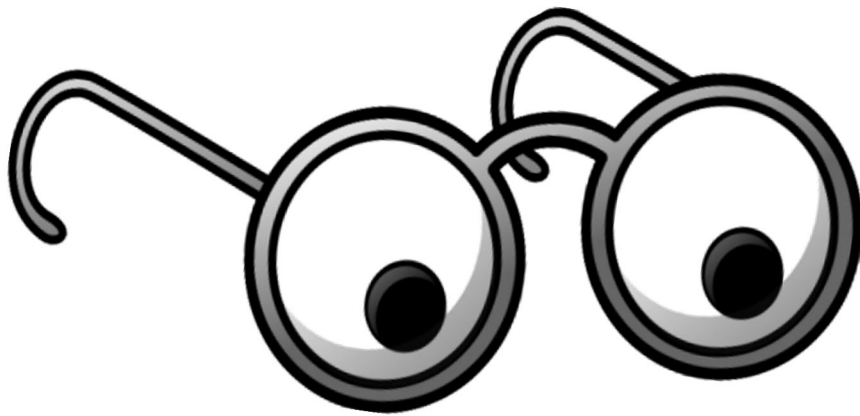
<p><b>CHOOSE ONE:</b></p> <p><input type="checkbox"/> 1. I request a verbal estimate before you begin repairs.</p> <p><input type="checkbox"/> 2. I approve communication via text.</p> <p><input type="checkbox"/> 3. Proceed with repairs but contact me if the price will exceed \$ _____.</p> <p>SAVE PARTS? YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p><b>Thank you for taking the time to fill out this form completely.</b></p>
<p><b>Please take time to review terms on reverse side before signing!</b></p>	
<p>DATE _____ SIGNATURE _____</p> <p><b>SUBJECT TO TERMS ON REVERSE SIDE</b></p>	

#### NOTICE TO THE CUSTOMER

1. The preliminary estimate is based on our initial inspection and diagnosis. If any additional service and repairs are indicated, you will be contacted for your authorization. All work is to standard of good and workmanlike under Automotive Service Excellence (ASE) guidelines. We do our best to obtain an accurate initial inspection and diagnosis, and it is subject to a non-refundable charge. There may be some situations where a greater amount of inspection and diagnosis calls for disassembling of the automotive component for further inspection and our recommendation. Please take the time with us to fully describe your motor vehicle's history and use so that we may assess your problem.
2. All replacement parts installed are new or remanufactured and provided by automotive parts suppliers or manufacturer, unless otherwise specified.
3. All parts removed will be discarded unless otherwise instructed.
4. Any limited warranties on the replacement parts and/or accessories are those made by manufacturer, the automotive parts firm, or the parts jobber for rebuilt/reconditioned parts. Generally, the replacement part is warranted by the manufacturer or the automotive parts firm for one year and the benefit of the warranty is a replacement part, excluding labor to remove and install.  
TRANSOLUTION AUTO CARE HERBEY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Transolution Auto Care must be contacted for any limited warranty work, including requirements for replacement parts. This limited warranty will not be honored if the customer seeks replacement of the part, or service work at or through another automotive facility. The reason we insist on the return of the motor vehicle to Transolution Auto Care is that we have learned of your motor vehicle through our inspection and diagnosis, followed by our repairs. We take pride in our work and will do all that we can to service your needs. Please be mindful, however, that we cannot prioritize your work ahead of other emergencies. Nonetheless, we will do all we can to promptly advise you of the status of your motor vehicle, and what is required for service and repairs.
5. All service work, meaning labor at our shop rate, has a limited warranty of 24,000 miles or two years from date of service, whichever occurs first, unless malfunction or failure is caused by abuse, misuse of the motor vehicle, or physical damage to the motor vehicle caused by another party such as a motor vehicle collision, vandalism, fire, flood, or other casualties. For any claim against the limited warranty, all service work must be performed at Transolution Auto Care and all replacement parts must be obtained by Transolution Auto Care as well. (This is necessary because we are familiar with the manufacturers, automotive parts firms, and jobbers that supply replacement parts.)
6. Major automatic transmission repair/replacement will be identified as such on your estimate. Major automatic transmission repair and replacement will be protected by a different warranty than this limited warranty. There is an Automotive Transmission Rebuilders Association (ATRA) warranty that will be provided to you upon completion of the work. All warranty work on the automatic transmission repair/replacement must be performed by Transolution Auto Care, an ATRA authorized facility.
7. A shop supplies and disposal charges will be added to the repair order.
8. Customer grants Transolution Auto Care permission to operate the motor vehicle on public streets and highways for purposes of testing, inspection and diagnosis. Please deliver your motor vehicle with sufficient fuel to operate it. If, during an inspection and diagnostic test drive we must purchase fuel for your motor vehicle, there will be an additional \$10 labor charge, together with the cost of the fuel that will be added to the final invoice.
9. Storage charge will commence 72 hours after service and repairs are completed. Storage charges are \$10 per day.
10. A motor vehicle will be assumed "abandoned" if left upon Transolution Auto Care property for ninety (90) days. Transolution Auto Care reserves all rights to hold property left with Transolution Auto Care under an Agister's Lien until all storage charges and repair and service costs are paid in full, under Mont. Code Ann., 71-3-1201-1214 (2015).
11. By acceptance of the inspection and diagnosis, there is authorization for the necessary service and repair work that we have itemized for you. Transolution Auto Care is not responsible for loss of personal property, articles and possessions the customer leaves in the car, whether by theft, fire, flood, or other casualty.  
TRANSOLUTION AUTO CARE IS NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS, OR DELAYS IN PARTS SHIPMENT BY THE MANUFACTURER OR AUTOMOTIVE PARTS FIRMS. TRANSOLUTION AUTO CARE IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES DUE TO CUSTOMER'S LOSS OF USE OF MOTOR VEHICLE.
12. In the event that any legal action becomes necessary to enforce any terms of the contract for service and repairs, evidenced by the written estimate, invoice, and this Limited Warranty and Notice to Customer, the prevailing party shall also be responsible for all reasonable attorney's fees and Court costs incurred.

## Looking Through the Customers Lenses

Sometimes we see things from our own perspective; however, we must always remember, it's our **professional obligation** to present **EVERYTHING** the vehicle is in need of. The fact that the word "need" is subjective is the reason, **ALWAYS** remember to look through the customers lenses!



Let's have a discussion:

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# Transolution Bid Sheet

## Estimate of Recommended Repairs

## Transolution

Cust Name: \_\_\_\_\_ RO #: \_\_\_\_\_ Tech: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Labor Description (what):	Parts:	
Labor Time =		
WHY?		

Labor Description (what):	Parts:	
Labor Time =		
WHY?		

Labor Description (what):	Parts:	
Labor Time =		
WHY?		

See Reverse for Additional Estimates (OVER)



<b>Labor Description (what):</b>	<b>Parts:</b>	
<b>Labor Time =</b>		
<b>WHY?</b>		

<b>Labor Description (what):</b>	<b>Parts:</b>	
<b>Labor Time =</b>		
<b>WHY?</b>		

<b>Labor Description (what):</b>	<b>Parts:</b>	
<b>Labor Time =</b>		
<b>WHY?</b>		

## Maintenance Items by System

Select a failed part, pick a system on the vehicle and list as many maintenances within that system.

**Failed part:**

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**Maintenance items within failed system:**

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**How do we identify maintenance needs?**

**List methods used to determine vehicles maintenance needs:**

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[illegible]

# Broke Car Scenario/ECM

Before the Advisor presents to the customer, the technician must first present to the Advisor. This is where *the first sale takes place*. Below are helpful hints to help present a failure from Technician to Advisor.

Technicians, role play a presentation using a “Broke Care Scenario”.

Scenario “Vehicle Symptom”: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Describe the failure: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

What failed? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

How does it function? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

If not addressed what could happen? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

E: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

C: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

M: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



# Full System Isolate (Initial Concern) Presentation Script

Mr./Mrs. \_\_\_\_\_ this is \_\_\_\_\_ from \_\_\_\_\_ is now a good time  
(Customers Name) (Your name) (Shop Name)

to talk? If the answer is "No"...responding with...When is a good time to call you back?

If the answer is "Yes"...respond with ...Great!

My ASE technician \_\_\_\_\_ and I have personally inspected \_\_\_\_\_  
(F&B) (Tech's first name) (Credibility) (Mirror back concern as the customer stated)

And have taken digital photo graphs and or a video for your records as well.

Over all the \_\_\_\_\_ is in Great Shape. (If it truly is)  
(System being addressed only)

List Three Positive of The Particular System We are Addressing:  
(All for reassurances)

The \_\_\_\_\_ is in \_\_\_\_\_ shape, (choose the proper wordage, normal,  
(Insert word) excellent, not leaking, good, great,  
condition, satisfactory)

The \_\_\_\_\_ is in \_\_\_\_\_ shape, (Blend in with failure explanation)  
(Insert word)

The \_\_\_\_\_ is in \_\_\_\_\_ shape,  
(Insert word)

We have isolated your concern and identified these items needing immediate attention (Deliver with Urgency and Conviction!) Be prepared to explain functionality of fail component(s), along with ECM.

Failure \_\_\_\_\_

Effect \_\_\_\_\_

Cause \_\_\_\_\_

Maintenance \_\_\_\_\_

Again, overall the \_\_\_\_\_ is in Great Shape! (Reassurance)  
(System being addressed)

Your total investment for this repair is \$ \_\_\_\_\_ dollars (include all taxes and ad on fees),

This repair has a \_\_\_\_\_ year - \_\_\_\_\_ miles Nationwide Guarantee. (Or insert Guarantee this repair has)  
(F & B and Reassurance)

So, with your permission I'll have \_\_\_\_\_ get started on the repairs.  
(Do not pause keep pushing through) (Insert tech's first name)

Is this a good number to reach you periodically throughout the day with update \_\_\_\_\_ (wait for the answer)

Once the repair is completed and your vehicle is road tested. I'll have \_\_\_\_\_ to perform a complimentary maintenance inspection, to make sure the rest of the vehicle is in safe and operating order. (This can be delivered during an update or with the Isolation presentation)

Thank you – I will be talking with you soon. (Always assume the customer wants it fixed!!!)

# PMI (Additional Concerns) Presentation Script

Mr. / Mrs. \_\_\_\_\_ this is \_\_\_\_\_ from \_\_\_\_\_ is now a good  
(Insert customers name) (Your Name) (Insert Shop Name)  
time to talk? If the answer is "No"... responding with... When is a good time to call you back?  
If the answer is "yes"... respond with... Great!

The repairs on your \_\_\_\_\_ have been completed and we don't see any other  
issues with this repair at this time! (Make sure nothing else is needed before you proceed)

As promised my ASE Technician \_\_\_\_\_ and I have personally completed the  
Preventive Maintenance Inspection on your vehicle and have taken digital photographs of your vehicle.  
**Overall**, your vehicle is in great shape (if it truly it is).

**First:** We started with the test drive and under-hood inspection.

We have inspected \_\_\_\_\_ and it was in great shape.  
We have inspected \_\_\_\_\_ and looks like it was recently replaced.  
We have identified your \_\_\_\_\_ is due by milage.  
We have inspected \_\_\_\_\_ and it was in great shape.  
We have identified your \_\_\_\_\_ are bad and they need to be replaced.  
We're also going to \_\_\_\_\_ and \_\_\_\_\_.

**Additional Notes:** \_\_\_\_\_  
\_\_\_\_\_

**Second:** We performed a mid-rise inspection and identified the following:

We have inspected \_\_\_\_\_ and it looks good.  
We have inspected \_\_\_\_\_ and they have \_\_\_\_ /32nds of tread.  
We have identified your \_\_\_\_\_ are worn out and they need to be monitored.  
We have inspected \_\_\_\_\_ and it was in great shape.  
We have identified your \_\_\_\_\_ are bad and they need to be replaced.  
We're also going to \_\_\_\_\_ and \_\_\_\_\_.

**Additional Notes:** \_\_\_\_\_  
\_\_\_\_\_

**Third:** We completed the full rise inspection and identified the following:

We have inspected \_\_\_\_\_ and it was in satisfactory shape.  
We have inspected \_\_\_\_\_ and it was in great shape.  
We have identified your \_\_\_\_\_ are bad and they need your immediate attention.  
We have inspected \_\_\_\_\_ and it is free of leaks.  
We have identified your \_\_\_\_\_ are bad and they need to be replaced.  
We're also going to \_\_\_\_\_ and \_\_\_\_\_.

**Additional Notes:** \_\_\_\_\_  
\_\_\_\_\_

Overall, your \_\_\_\_\_ is in Fine Shape!  
(Insert vehicle Type)

These additional repairs also have the \_\_\_\_\_ month – \_\_\_\_\_ miles Nationwide guarantee.  
Your additional investment today is \$ \_\_\_\_\_ dollars which brings your total investment to \$ \_\_\_\_\_ and this includes all taxes and fees.

Again, your vehicle is well worth the investment (if it is), so with your permission I will have \_\_\_\_\_ started on the additional repairs. (Do not pause keep pushing through)

Is this still the best number to reach you?

Great, I'll give you a call once your vehicle has been road tested and completed.

**Additional Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Notes to Self

What did you learn? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What was you're your biggest takeaway? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What was your greatest "aha" moment? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How can the items you learned today help increase your paycheck? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What will you take back and use during your next work day? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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