



## Make Money with Your Service Department: An Effective In-Depth Management Tool for the Service Director/Manager (Paperback)

By Jean Claude Demont

Outskirts Press, United States, 2008. Paperback. Book Condition: New. 214 x 138 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. Will this be the year you turn your service department into a profit center ? Since 2005, automobile dealers profits have been on the decline. But what so many dealerships do not realize is how valuable the service department can be profit-wise-if it is managed properly. With Make Money with Your Service Department, you have an invaluable working manual that will show you how to manage your service department with a level of efficiency that will increase your productivity, your earning potential, customer satisfaction, and employee performance. Make Money provides you with the ability to analyze and improve every area of your business. With Make Money, you ll learn: \* How to evaluate your sales potential \* How to better understand your customers \* How to capitalize on the strengths and weaknesses of your competition \* How to manage and improve your employee relations and how to evaluate their training needs \* How your daily repair orders analysis can give you a detailed picture of what s going on in your service department \* How to manage...



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