



Business administration for service technicians

...for a focused and successful acting of your service technicians

Service technicians gain more and more importance as sales representatives and customer advisors. The influence of service technicians on costs and service sales will increase, too. Thus, the communication of economic actions to sustainably secure sales and profits is particularly important. In addition to the basics of service business management and economically useful procedures we teach your service technicians methods for a precise preparation and follow-up of order processing.

Contents:

- Basics of business management in the after sales service:
 - Service budget, costs and results
 - Redeemable services
 - Cost drivers in the after sales service
 - Productivity of service technicians
- Basics of finance in the after sales service
- Create awareness for the importance of profitability and high productivity
- Demonstration of economically useful procedures (service contracts vs. paid services)
- How to offset work preparation and follow-up to the customer

Your benefits:

In the seminar you will learn, how to...

- recognise business contexts in the after sales service
- optimise the financial service performance
- design your service efficiently and economically
- develop a successful and efficient method of working
- reasonably argue the offsetting of work preparation and follow-up

Target group:

Service managers, service technicians, team and group leaders, department managers

**IMPULS - Learn from the pioneer and market leader in service consulting!
Benefit from our excellent service know-how and experience from over 350 successful
after sales service projects and several thousand training participants.**