



CURRIE TRAINING CENTER

SERVICE PROFITABILITY IN AN EQUIPMENT DEALERSHIP

Meeting Location:

CURRIE MANAGEMENT CONSULTANTS, INC.
292 LINCOLN STREET
WORCESTER MA 01605
TELEPHONE 508-752-9229

Hotel:

Hilton Garden Inn
35 Major Taylor Blvd
Worcester MA 01608
Hotel Telephone 508-753-5700

Day One

TIME	
	Breakfast is available at the hotel
8:30 am-12:00 pm	Overview of a Successful Equipment Dealer High Performing Executives Service Department Profitability
12:00 pm-1:00 pm	Lunch provided by Currie Management Consultants
1:00 pm-3:15 pm	Currie Financial Model Financial Benchmarks for the Service Department
3:30 pm-5:00 pm	Service Department Case Study Exercise
5:00 pm	End Day One
6:30 pm	Optional Group Dinner

Day Two

TIME	
	Breakfast is available at the hotel
8:30 am-12:00 pm	Drivers of Service Department Excellence Leadership and Coaching Skills Marketing the Service Department
12:00 pm-1:00 pm	Lunch provided by Currie Management Consultants
1:00 pm-3:00 pm	Situational Leadership Open Forum