



Team **Technician**

2012

The Purpose:

Your company will not be truly successful unless all of your employees understand where you want the business to go. If you are looking to improve shop efficiency and performance, what better way to do it than by involving the employees who actually do the work and then listening to their ideas? A company is only as good as its people... All shop employees will earn more money without working longer or harder and their wage increases will come from increased profit. Communication between customers, office and shop personnel, is critical for success. Prerequisite: Owner must have completed a 2 day Financial Management For The Auto Repair Business or attend this class with your employees. (Time 3 hours)

CAUTION...THIS CLASS PRODUCES IMMEDIATE RESULTS.

Who Should Attend:

All repair shop employees including technicians, service managers and all support staff. Employees will learn THE LABOR FACTORY™ Concept. They will learn the value of support staff and teamwork. Emphasis is on working smarter...not harder. Payroll incentives are paid from improvements in Factory Efficiency.

A Mini Income Statement: Employees will understand a basic income statement so that they can see where the money comes from and where it goes. With knowledge of income and expenses, they can see how their performance (or lack of it) has a direct impact on the company's prosperity and their own future. Learn the monthly and daily sales required for the business to pay for simple things like a lost 35 cent fuse.

The Labor Factory: The very essence of a repair shop's business. A 5% increase in Factory Efficiency will more than double the average shop's net profit. Your technicians can make your shop 5% more efficient; especially when given an incentive to do so. It is done by making a tech's job easier rather than harder.

Work Smarter...Not Harder: Learn the actual cost per minute of operating a repair facility and identify time robbers that cost the company & employees money. We will use every day examples such as the cost of being on the "tool truck"... The cost of "come backs"... "personal phone calls"... and having techs order their own parts.

The Second half of class: is devoted to group breakout sessions with fellow technicians followed by open class discussion. Owners will be asked to leave the room during break out sessions to allow their employees to discuss problems and solutions in private. Technicians are asked to list the ways they can become 5% more efficient as well as the causes of being inefficient. After the break-out sessions, owners are invited back into the room to listen to their employees suggested solutions. Owners take notes and implement ideas that are appropriate. Employees go back to their shops with a plan for improving their personal income through increases in company profits.

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The marketplace is changing daily, competition won't go away. The opportunities for increased income are excellent, but it will require a team effort composed of technicians and support staff working together towards the same predetermined and measurable goal. Your fellow shop owners and technicians will be there... discuss common problems, share ideas, learn solutions.

**CALL 888-592-4369 On-Line At: www.VinWaterhouse.com
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