



Service Writer/Advisor Online Course

What Will They Learn?

Course materials are structured around the comprehensive RV service writer/advisor job and task analysis developed by The Ohio State University's Center on Education and Training for Employment, in conjunction with RV industry subject matter experts organized by the RV Learning Center. The nine modules covering 43 key competency area will prepare your front-line people with the knowledge required to meet and exceed customer and dealership expectations on a day-to-day basis. Multiple sections on **customer service reinforce and drive-home one of the top skillsets required of top performing fixed operations personnel**. The course concludes with a timed, comprehensive final assessment.

Module 1: Duty A-1

This module guides the learner through the process of boosting productivity and efficiency, with a focus on professionally greeting customers and checking them in for their service appointment. By the end of this module, the learner will be able to:

- Professionally greet customers
- Assess the customer's need for a service appointment
- Perform a customer check-in

Module 2: Duty A-2

This module guides the learner through satisfying customer requirements, with a focus on completing repair orders. By the end of this module, the learner will be able to:

- Generate a repair order
- Recommend additional services
- Update a customer on the status of the unit
- Perform a quality check
- Review a completed repair order with a customer

Module 3: Duty A-3

This module continues to guide the learner through satisfying customer requirements, with a focus on processing customer requests and dealing with difficult issues that may arise. By the end of this module, the learner will be able to:

- Classify the different types of customer requests
- Demonstrate the process for helping difficult customers

Module 4: Duty B

This module guides the learner through methods of boosting productivity and efficiency, with a focus on coordinating and scheduling customer appointments. By the end of the module, the learner will be able to:

- Professionally greet each customer
- Assess the customer's need for a service appointment
- Establish the appointment and completion time
- Pre-write the customer's repair order
- Confirm the customer's appointment
- Provide instructions for drop-offs
- Perform customer check-in

Module 5: Duty C-1

This module guides the learner through procedures for satisfying customer requirements, with a focus on the process of maintaining daily operations. By the end of the module, the learner will be able to:

- Open and close the service or department
- Demonstrate how to review the daily appointment schedule
- Contact "no show" appointments
- Explain how to review open repair orders
- Accurately update customer records
- Identify when to obtain authorizations
- Illustrate how to update the daily service schedule

Module 6: Duty C-2

This module guides the learner through methods of satisfying customer requirements, with a continued focus on the process for maintaining daily operations. By the end of the module, the learner will be able to:

- Review and use productivity, efficiency, and CSI reports
- Process customer requests
- Maintain work and filing areas during a busy day
- Process customer payments
- Recognize when and what to report to management

Module 7: Duty D

This module guides the learner through the process of boosting productivity and efficiency, with a focus on coordinating technician workloads. By the end of the module, the learner will be able to:

- Determine carryover with the Shop Supervisor or Lead Technician
- Dispatch work to technicians
- Confirm authorizations for technicians
- Obtain updates from technicians

Module 8: Duty E-1

This module guides the learner through satisfying customer requirements, with a focus on coordinating with various departments. By the end of the module, the learner will be able to coordinate:

- Delivery activities with Sales and F&I Departments
- With the Parts, Warranty, and Detail Departments to resolve a customer's problem or issue
- With the Rental Department

Module 9: Duty E-2

This module continues to guide the learner through satisfying customer requirements, with a focus on getting the customer ready for their new RV. By the end of the module, the learner will be able to:

- Arrange for sublet repairs and payments
- Schedule customer orientation
- Avoid customer conflicts during departmental coordination