David's TRAINING

COURSE OUTLINE

CUSTOMER SERVICE AND HOSPITALITY

# Selling Repair and Inspection Services

Sell more of the repair and inspection work your shop already does well. Over four weeks your team learns to find outside customers, package and price service work, and turn quotes into approved jobs and repeat business.

| LENGTH | SESSIONS | FORMAT | PRICE |
|---|---|---|---|
| 4 weeks | 8 | Live online or at your workplace | $995<br>Per person, plus tax |

## What your team will learn

- Explain when repair beats replacement, as new equipment and parts cost more
- Find outside customers and turn enquiries into clear quotes and approved work
- Package repairs, rebuilds and inspections into clear offers, priced so every job is worth doing
- Win repeat business with inspection schedules and service plans

## Week by week

WEEK 1

### Know your service offer and your market

Session 1 **Why customers repair instead of replace**
How new equipment prices, tariffs, parts costs and lead times change the repair-or-replace decision.

Session 2 **What your shop can sell**
The repairs, rebuilds and inspections you do well, how much shop time you have, and who needs them most.

WEEK 2

### Packages and prices

Session 3 **Building service packages**
Repairs, rebuilds, annual inspections and service plans, put together so customers can understand and buy them.

Session 4 **Pricing service work**
Labour, parts and shop time, prices that make every job worth doing, and showing customers repair against replacement.

WEEK 3

### Finding the work and quoting it

Session 5 — **Finding outside customers**
Current customers, counter conversations, deliveries, local contractors and fleets, and online listings.

Session 6 — **From enquiry to quote**
Asking the right questions, writing clear quotes, and explaining what you found in plain language.

WEEK 4

### Closing and coming back

Session 7 — **Getting the work approved**
Following up, handling objections about price or downtime, and getting the go-ahead in writing.

Session 8 — **Repeat and contract business**
Inspection reminders, service agreements, reviews and referrals that bring customers back every year.

## How the sessions work

**Role-plays**
Practise counter conversations, quote calls and price discussions, with the trainer guiding.

**Feedback and coaching**
Feedback from the trainer on your offer and quote as you build them.

**Your own service offer**
Build a service package and a sample quote for a real customer of your business.

## Who it's for

- → Equipment rental companies, dealers and repair shops with a service department
- → Counter, sales and service staff who talk to customers about repairs
- → Technicians and service managers who want to explain and quote their work with confidence

### Book this course for your team

At your workplace or online. We'll send a written quote and dates that suit your team.

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