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Being able to

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understand the basics of what a technician is telling them, and then being able to relay that information in simple, easy-to-understand terms to a customer are critical to a successful sale. This book describes basic vehicle systems, common problems, and frequent repairs in a manner that applies directly to the service advisor's job.

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Marchand ...**

Top Technical Service
Advisor Skills 1.

Customer Service.

Provide excellent
business to business
customer service by
initiating customer
contacts and being... 2.

Service Department.

Organize and refine
service department
operations for best

Possible efficiency.

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Maximize service... 3.
Customer .. Advisors

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People skills. This goes
without saying.

Remember: you're the
face of the shop or
dealership that people
see when they...

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Communication skills.
You'll be talking to a lot
of people. Not just
customers, but also
technicians and other
advisors.

Comprehension skills.
It's not enough that
you're able ...

**THE WORK OF A
SERVICE ADVISOR -
Chris Collins**

Improving your
technical knowledge
helps have confident
conversations with

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your customers. Expect to learn how brakes work, what components are included in disc brakes, and what customers will ...

Technical Knowledge for Service Advisors Disc Brakes

For a service advisor, the key to good comprehension skills is having extensive mechanical and

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engineering knowledge. Whether you're speaking to your own technicians, ordering parts, or looking over complex technical documents, the technical aspects of your automotive service training will definitely come in handy, but the learning won't stop at graduation. As your career goes on, you'll need to constantly refresh and update

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your knowledge in an
Service Advisors
ever-changing
industry.

**6 Skills You'll Need
to Become a
Successful
Automotive ...**

A Customer Service
Advisor works in
teams- often large
ones- so those who
don't like working with
others will rarely
succeed as a Customer
Service Advisor. A
close team not only

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provides a sociable

atmosphere, but it also

offers lots of

opportunities to share

knowledge and support

each other. Is a

Relationship Builder.

What Makes a Great Customer Service Advisor?

The service advisor

must be up on the

latest product

knowledge. Not to be

confused with technical

knowledge, product

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Technical Knowledge For Service Advisors

knowledge means knowing what parts and materials, as well as vehicle service requirements, will help increase sales volumes and achieve higher customer satisfaction.

Business Sense: What Makes a Qualified Service Advisor ...

Comprehension skills:
Service Advisors should be able to comprehend customers questions

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and concerns as well as what is being said

when technicians give complex service recommendations.

Engineering and mechanical expertise:

Having extensive knowledge in these areas is essential when looking over complex technical documents, ordering online and speaking with technicians.

Service Advisor Job

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Description | Indeed

Technical Knowledge for Service Advisors - this book by Gregory Marchand helps Automotive Service Advisors learn how to understand technician repair lingo so that they can communicate effectively with their customers.

**Automotive Service
Advisor Job**

Description -

JobHero

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Technical Knowledge For Service Advisors

A good service advisor learns to read a customer, and adapt their language to communicate effectively. You need to sound knowledgeable without being patronizing, and communicate simply while still explaining your recommendations in detail.

3 Tips For Enhancing Your Automotive Service Advisor

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Technical Knowledge For **Career**

If you are a customer service advisor, however, you should also be ready to answer questions specific to the industry. The following are some commonly asked customer service advisor interview questions and answers you can study as you prepare for your interview. Build My Resume. 5 Customer Service Advisor

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Interview Questions & Answers. 1.

Service Advisors

Customer Service Advisor Interview Questions & Answers ...

An ideal reference point for new service advisors is ASE Service Consultant Training. The program offers systematic online learning for customer experience, dealership operations, sales skills, and technical

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knowledge about
vehicles.

The Keys to Training Service Advisors | Performance ...

TFL's Confessions of a Service Advisor series shares insider dealership secrets to decrease frustration and increase savings. ... honesty and knowledge. By the end of my career in service, I could ...

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**Confessions of a
Service Advisor -
Part One - The Fast**

...

Employers want service advisors to be organized. Since they oversee the repairs of several cars at once, service advisors must be comfortable handling multiple priorities. They should have technical expertise in the models of cars the company services and/or be

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Service Advisors
willing to participating
in training about the
company's product
lines.

Job Description of a Service Advisor | Career Trend

Technical skills refer to the knowledge and expertise needed to accomplish complex tasks relating to computational and physical technology as well as a diverse group of other enterprises.

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Technical Skills
Definition

19,414 Technical Service Advisor jobs available on Indeed.com. Apply to Service Advisor, Customer Service Representative, Technical Support Advisor and more!

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Employment |
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An advisor has deep knowledge across multiple disciplines and has experience in working in several functions. The role of the advisor can be compared with a mentor or guide around a wide scope of...

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