

Courses Required for each Certification to get Certificate

BDC Certification

104 Keys to Communication–Types of Communication
105 Keys to Communication–Words–Tone–Body Language
106 Keys to Communication–My Words–Tone–Body Language
109 BDC-Training Appointments
110 BDC-Training Follow Up
111 BDC-Training Driving Business
206 Multi-Point Inspection-Need
475 Overcoming Objections–LEAD
907 BDC Certification

Express Certification

801 Repair Order Basics
810 The Loyalty Lane
820 Express Menu
844 Express Multi-Point Inspection
867 Express MPI Videos
912 Express Final Exam

Management Fundamentals

601 · Role of the Manager
602 · Process Development
603 · Setting Performance Standards
650 · Coaching for Accountability & Profits
675 · Service Lane Tech
913 Management Fundamentals Final Exam

Mobile Service Certification

701 The Mobile Service Experience

702 Mobile Phone Skills

704 Mobile MPI

725 Mobile Service Technician Videos

744 Mobile Maintenance & Sales

750 Growing the Business — Mobile

914 Mobile Final Exam

PA1 Certification

109 BDC-Training Appointments

114 Parts Associate Keys to Communication—Types of Communication

115 Parts Associate Keys to Communication –Words–Tone–Body Language

116 Parts Associate Keys to Communication–MY Words–Tone–Body Language

206 Multi-Point Inspection-Need

209 Technician-Advisor-Parts Associate-Communication

210 Technician-Advisor Video MPI

475 Overcoming Objections–LEAD

905 Parts Associate Level 1 Final Exam

PA2 Certification

120 Time Management Basics

220 Tire Basics

305 Hospitality Training Creating Ambassadors

450 Fixed Ops Numbers for Associates-Sales

451 Fixed Ops Numbers for Associates Gross Profit and KPIs

452 Fixed Ops Numbers for Service Advisors-Improvement

476 Customer Management-Pass Fail

906 Parts Associate Level 2 Final Exam

PM Certification

109 BDC-Training Appointments
114 Parts Associate Keys to Communication–Types of Communication
115 Parts Associate Keys to Communication –Words–Tone–Body Language
116 Parts Associate Keys to Communication–MY Words–Tone–Body Language
120 Time Management Basics
206 Multi-Point Inspection-Need
209 Technician-Advisor-Parts Associate-Communication
210 Technician-Advisor Video MPI
220 Tire Basics
305 Hospitality Training Creating Ambassadors
450 Fixed Ops Numbers for Associates-Sales
451 Fixed Ops Numbers for Associates Gross Profit and KPIs
452 Fixed Ops Numbers for Service Advisors-Improvement
475 Overcoming Objections–LEAD
476 Customer Management-Pass Fail
910 Parts Manager Level 1 Final Exam

SA1 Certification

104 Keys to Communication–Types of Communication
105 Keys to Communication–Words–Tone–Body Language
106 Keys to Communication–My Words–Tone–Body Language
109 BDC-Training Appointments
206 Multi-Point Inspection-Need
209 Technician-Advisor-Parts Associate-Communication
210 Technician-Advisor Video MPI
475 Overcoming Objections–LEAD
901 Service Advisor Level 1 Final Exam

SA2 Certification

110 BDC-Training Follow Up
111 BDC-Training Driving Business
202 Factory Maintenance Schedule-Required Maintenance
203 Additional Services-Fluid Maintenance and Accessories
204 Creating Menus for Service Advisors
220 Tire Basics
231 Defection Points
245 Active Service Delivery-BRAND NEW
902 Service Advisor Level Final Exam

SA3 Certification

120 Time Management Basics
305 Hospitality Training Creating Ambassadors
401 The Art of the Walk Around 1-Why Walk Around?
402 The Art of the Walk Around 2-Key Steps
403 The Art of the Walk Around 3-My Dealership
450 Fixed Ops Numbers for Associates-Sales
451 Fixed Ops Numbers for Associates Gross Profit and KPIs
452 Fixed Ops Numbers for Service Advisors-Improvement
476 Customer Management-Pass Fail
903 Service Advisor Level 3 Final Exam

SM Certification

104 Keys to Communication–Types of Communication
105 Keys to Communication–Words–Tone–Body Language
106 Keys to Communication–My Words–Tone–Body Language
109 BDC-Training Appointments
110 BDC-Training Follow Up
111 BDC-Training Driving Business
120 Time Management Basics
202 Factory Maintenance Schedule-Required Maintenance
203 Additional Services-Fluid Maintenance and Accessories
204 Creating Menus for Service Advisors
206 Multi-Point Inspection-Need

209 Technician-Advisor-Parts Associate-Communication
210 Technician-Advisor Video MPI
220 Tire Basics
231 Defection Points
245 Active Service Delivery
305 Hospitality Training Creating Ambassadors
401 The Art of the Walk Around 1-Why Walk Around?
402 The Art of the Walk Around 2-Key Steps
403 The Art of the Walk Around 3-My Dealership
450 Fixed Ops Numbers for Associates-Sales
451 Fixed Ops Numbers for Associates Gross Profit and KPIs
452 Fixed Ops Numbers for Service Advisors-Improvement
475 Overcoming Objections-LEAD
476 Customer Management-Pass Fail
911 Service Manager Level 1 Final Exam

Technician Certification

104 Keys to Communication-Types of Communication
105 Keys to Communication-Words-Tone-Body Language
106 Keys to Communication-My Words-Tone-Body Language
208 Technician Multi-Point Inspection
209 Technician-Advisor-Parts Associate-Communication
210 Technician-Advisor Video MPI
450 Fixed Ops Numbers for Associates-Sales
451 Fixed Ops Numbers for Associates Gross Profit and KPIs
452 Fixed Ops Numbers for Service Advisors-Improvement
904 Technician Level 1 Final Exam

Valet Certification

104 Keys to Communication-Types of Communication
105 Keys to Communication-Words-Tone-Body Language
106 Keys to Communication-My Words-Tone-Body Language
109 BDC-Training Appointments
220 Tire Basics
401 The Art of the Walk Around 1-Why Walk Around?
402 The Art of the Walk Around 2-Key Steps
403 The Art of the Walk Around 3-My Dealership
908 Valet Certification