

Service Operators L1 - Rev 8 (SPO8)



CREATING YOUR BUSINESS ADVANTAGE



Training Course Overview

Course Objectives:

The course aims to provide attendees with the knowledge and understanding of how to perform daily service point of sale tasks using Autoline. These tasks include; how to create service bookings, job cards, invoices, credit notes and cash tills. In addition attendees will acquire the knowledge of how to create and use marketing records, receive sublet orders, courtesy car control and produce internal vehicle invoices.

Who should attend?

Service Managers, Service Reception staff and costing staff.

Prerequisites

Attendees must have keyboard skills and an understanding of the principles of operation of a Service department.

Programme

- Module introduction
- Creating service bookings
- Producing job cards
- Producing Invoices and Credit notes
- Cash handling and control
- Controlling courtesy cars
- Interface with marketing system
- Interface with Vehicle Administration
- Bodyshop routines
- Sub-contract purchase routines

Duration

2 Days

Please visit our website or call the ADP Training department on 01635 214460 for further information or to book you place on the next available course.

www.adpsi.com