



Excellence Is Not An Exception. It's Our Standard.

In today's fast-paced world, time is a valuable commodity. Devoting sufficient time to building qualified staffs and highly skilled sales teams is serious business. For years, savvy management personnel have gained a competitive edge by enlisting The Manus Group for our renowned employee recruiting and training expertise.

The Manus Group. When excellence is the only option.

Assembling an effective team is the key to maximizing profits. At The Manus Group, we understand the critical importance of *potential*. With our strategically designed sales and management solutions, your team's potential can be unleashed to achieve benchmark levels of sales success and a greater market share.

As an industry leader in attracting, recruiting and training top-tier prospects, progressive organizations throughout the United States look to The Manus Group for innovative sales performance initiatives and unified corporate strategies. Our cost-effective, customized programs are perfectly suited to your unique sales and leadership challenges

Strong and Professional Partnership

Since not all companies have the time or resources to recruit and train a dedicated team of employees, many businesses are increasingly forming partnerships with external experts to handle their recruiting and training needs. Our staff has the experience, industry knowledge and skill sets necessary to build strong and professional partnerships with our dealer clients in addition to the service provided.

Expertly Utilize Leading Technologies

Today's recruiting and staffing needs have been revolutionized by the ever changing technology available, coupled with today's e-commerce knowledge. Our recruiting campaigns and training programs are built on the foundation of a proactive instead of a reactive approach utilizing today's leading technologies. We also engage in constant review and analysis of our processes to refine and improve with each campaign and training course.

Maximize Limited Resources

Clients engaged with The Manus Group enjoy a personalized and scalable training program which minimizes overall cost, maximizes joint strategies and provides the greatest impact for each training assignment. This allows for less demand on limited resources.

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Service Advisor Training Solution

Transform your Service Advisors from order takers to Customer Service Consultants. Think about it...Service is where you establish your unique dealership reputation and brand performance for all the other dealerships in town. Our Service Advisor Training Program gives your Service Advisors the tools for successful selling, customer service and brand management. The benefit to your dealership is an increase in Repair Order Count, Sales per Repair Order and Customer Paid Service Sales. Help your dealership capture all the Service dollars possible with our Service Advisor Training Program. The Manus Group only uses expert Service based Trainers who understand the pitfalls and windfalls of a Service Department. Their expert experience is translated into a interactive and dynamic training program that includes:

- Telephone and Effective Communications Training
- Walk-Around Presentation Skills
- Menu Presentation Delivery
- Vehicle Health and Safety Check Demonstrations
- Active Delivery with Reoccurring Appointment Scheduling
- How to Increase Customer Pay Sales and CSI
- Owner Retention Plan

To learn more about our Service Advisor Training Program or to view testimonials, please visit

<http://www.themanusgroup.com/sales-performance-and-training-solutions/service-advisor-training/>

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Frequently Asked Questions

Q: Can a training curriculum be tailored to a unique business plan or business culture?

A: Knowledge is power and the access to this knowledge is education. The “one size fits all” concept is difficult to apply to effective training programs since not every business or organization is the same. The Manus Group does not offer a “system”. Our training program design is based on your business. The Manus Group has built a curriculum that has foundational offerings coupled with updated and fully customizable growth modules. Our approach has always been to guide instruction through hands on and interactive education and coaching. This stance allows for the greatest level of interaction, retention and application of skill sets learned during instruction. Each training program then becomes a custom fit for our clients.

Q: What guarantees are offered by The Manus Group?

A: The Service Department Training Program is performance-based. We are paid on a percentage of the revenue increase generate by your service department. In addition, the majority of our business is repeat business or referrals from existing clients in our network, which is a testament to the quality of service and professional partnership our clients benefit from. Many of our clients employ at least one of our training programs several times a month, year after year. Our guarantee is customer satisfaction is serious business at The Manus Group.

Q: Are fees for service agreed to in advance or are there hidden fees?

A: The Manus Group understands that each organization is unique. Therefore, all of our account managers are trained to engage with each client to determine the type of customized training and the scope of requirements. From this information, a tailored evaluation and program is designed and all fees for this program are defined in a detail. The Manus Group delivers the highest level of service at the most cost effective measures.

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The Manus Group is a premier provider of strategic sales force training, corporate leadership development and automotive and corporate recruiting services. We assist organizations of all sizes and industries with achieving and exceeding their business goals. Our diverse client portfolio includes an impressive list of Fortune 500, private mega-groups as well as small- to medium-sized companies.

The Manus Group had made its mark on the nation as a premier provider of strategic and motivating sales performance methods. Backed by more than six decades of industry knowledge, we offer proven training programs that not only inspire top-performing employees, but also bring effective organizational change. We focus on one vital principle: Create a captivating and world class employee experience that inspires exceptional efforts and success. We have a well-earned reputation for delivering high performance and value, and most importantly – RESULTS. Anything less is not an option.

**A helping hand is within
your grasp.**

Call your Account Manager

at 888.735.8311

or visit our website at

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