

# Learning Guides for RV Parts & RV Service Personnel Now Available!



Looking for new training materials for your parts and service departments? The RV Learning Center, in partnership with The Ohio State University's CETE, has developed a comprehensive set of RV Parts Personnel Learning Guides & RV Service Personnel Learning Guides. The Learning Guides are a comprehensive training tool that identifies the core duties and competencies needed in each position. Here's a breakdown of what each Learning Guide focuses on:

## Parts Manager Learning Guide

- Merchandise the Store
- Market Parts & Accessories
- Manage Parts Inventory
- Sell Parts & Accessories
- Manage Customer Relations
- Manage Human Resources
- Manage Financial Resources
- Perform Administrative Functions
- Pursue Professional Development



## Parts Specialist Learning Guide

- Merchandise the Store
- Market Parts & Accessories
- Manage Parts Inventory
- Sell Parts & Accessories
- Perform Administrative Functions
- Pursue Professional Development



## Service Manager Learning Guide

- Manage Service Department Work Flow
- Provide Customer Service
- Generate Service Department Revenue
- Review Administrative Reports
- Manage Human Resources
- Supervise Support Staff
- Train Service Department Staff
- Promote Public Relations
- Perform Administrative Activities



## Service Writer/Advisor Learning Guide

- Satisfy Customer Requirements
- Coordinate Customer Appointments
- Maintain Daily Operations
- Coordinate Technician Workload
- Coordinate With Other Departments
- Participate in Professional Development



## Warranty Administrator Learning Guide

- Process Open/Closed Repair Orders
- Process Warranty Claims, Parts, and Payments
- Maintain Customer and Manufacturer Relations
- Perform Administrative Activities
- Pursue Training and Professional Development



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