



15 - 16 March 2008

UA Holding provides the Service Advisors training (level 2) due to the international service standards

The constant increase of vehicles sales by UA Holding dealership networks requires the higher demands to the aftersales service quality improvement. This especially concerns the personnel of the recently opened service centers.

Proceeding the training program started in 2007 "TGM Abel & Berger International Ukraine" provided the Service Advisors training (level 2) for the representatives of UA Holding dealership network on the basis of a new Service Center in Zaporozhie.

The training concerned the further development and practical usage of the main principles of customer handling in correspondence with the international service standards. The training was provided by Vitaliy Kozhukhovskyy, trainer-consultant. The participants were from UAH dealers from Zaporozhie, Kirovograd, Chernigov, Donetsk, Lahansk.

