



14 – 15 February 2008

UA Holding provided the Service Standards and Key Service Effectiveness Indices Training for Service Managers (part 1).

The constant increase of car sales of the brands represented by UA Holding strongly demands the improvement of customers aftersales service.

To continue the training program started last year TOB “TGM Abel & Berger International Ukraine” provided Service Managers training (part 1) for the representatives of UA Holding affiliates. The training concerns the further development and practicing of the customer care key points due to the service standards. The training was provided by Vitaliy Kozukhovskiy, trainer-partner of TOB “TGM Abel & Berger International Ukraine”. The participants were from Kiev, Lviv, Chernigov, Ivano-Frankovsk, Summy, Simferopol, Khmelnytskyi, Odessa, Rovno affiliates of UA Holding.

The constant increase of the vehicles technical level and quality requires a special approach to the level of knowledge and practical skills which the service managers should demonstrate to successfully meet the customers’ needs and reach the maximum of the aftersales service departments efficiency.

The references

TGM Abel & Berger International Ukraine – www.tgm.kiev.ua

UA Holding – www.hyundai.com.ua





