



Toyota Ukraine company provided a Service Standards basic training for Service Advisors

6-8 and 20-22, May 2008

A constant Toyota sales volume increase makes tough demands to an aftersales service improvement.

TGM Abel & Berger International Ukraine Ltd provided a session of trainings for Service Advisors (basic course) of Toyota Ukraine Dealership.

The training was devoted to the development and practical usage of the basic skills to make a customer handling more qualified and satisfied in the field of customers and Toyota vehicles service in accordance with the brand service standards.

The trainings were provided by Vitaliy Kozhukhovskiy, Trainer-Consultant of TGM Ukraine. The participants were the representatives of Toyota Ukraine Dealership from Kiev, Uzhgorod, Mariupol, Zaporozhie, Dnepropetrovsk, Khmelnytskyi, Lutsk, and the representatives from Moldova.

Nowadays the competent managers of the company-importer consider the perspectives and the practical aspects of the further training system development for Toyota-Ukraine Dealership.



