



UA Holding Ltd continues providing the trainings for Service Advisors: service standards for KIA customers.

21 – 22 June 2008 “TGM Abel & Berger International Ukraine” Ltd provided the Service Advisors training for the representatives of UA Holding Dealership.

The training was devoted to the basic principles of customer service due to 10 steps of KIA aftersales service standards. The training was provided by Vitaliy Kozhukhovskiy, Trainer-consultant of TGM Abel & Berger International Ukraine.

The representatives of KIA Motors Ukraine dealership throughout the whole Ukraine came to participate in a 2-day training from different regions where KIA dealers of UA Holding are represented.

Holding plans to constantly improve the skills of its dealership personnel with the purpose to provide the customers with the positive experience in buying and servicing KIA vehicles.



