



# Applied Service Management



**2 DAYS - 16 HOURS 7AM – 3:30PM**  
\$399.00 per student/NEFI Members  
\$499.00 per student/Non-Members

(Total amount includes a 5% non-refundable application fee)

**April 8 and 9, 2009**

at

New England Fuel Institute

20 Summer Street, Watertown, MA 02472

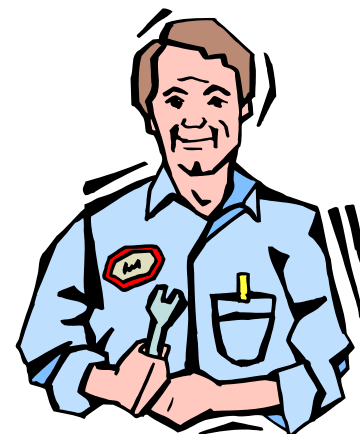
Tel: 617-923-5019, Fax: 617-924-5962, Email: [school@nefi.com](mailto:school@nefi.com)

[www.nefi.com](http://www.nefi.com)

**Strategic and practical training on running  
today's service departments!**

**Give your supervisors and managers the know-how and professional skills  
that your business must have to remain competitive!**

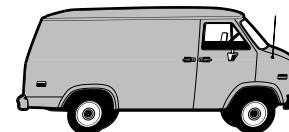
This course defines the role of the service manager within the department and context of total company management. It teaches the use of, and provides the ability to determine cost ratios and various expense items required for an efficient, cost-oriented, service operation. The course also covers evaluation of service manpower needs; detailed procedures to be used in the skillful employment of technical and clerical personnel in the day -to-day operation of the service department; the keys to efficient manpower utilization, inventory control and operating procedures; service management responsibility, including profit and loss; personnel guidelines; inventory controls; fleet and vehicle operations; training and scheduling; defining costs and break -even points; profit attainment; repeat calls; markup; time control; personnel needs; delegation of duties; the development of necessary service managerial techniques of hiring; handling grievances and dismissals. Computer applications for service departments are also covered.



**This class is NORA Certified  
for 16 CEU's**

**Instructor: George Lanthier**

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Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**For Office Use Only**

Cash Received: \_\_\_\_\_ Amount: \_\_\_\_\_ Date: \_\_\_\_\_  
Check Received: \_\_\_\_\_ Amount: \_\_\_\_\_ Date: \_\_\_\_\_ No. \_\_\_\_\_  
Billed: Amount: \_\_\_\_\_ Date: \_\_\_\_\_ Inv. No. \_\_\_\_\_