

F&I TRAINING SEMINAR

May 13-16, 2014

9 AM - 5 PM Tuesday - Thursday, 9 AM - 12 PM Friday

Tuition

\$495 - 4 Day Seminar

All Materials, Daily Continental Breakfast and Lunch Included

WHO WE ARE

Galt Enterprises, Inc. and ServiceGuard Systems, Inc. have been committed to the Finance and Insurance Industry for over 35 years. We presently service over 1500 dealerships around the country. We approach all dealer accounts with the same fundamental philosophy:

- That the products we provide are of high quality and are backed by strong insurance companies with long histories of commitment to the industry.
- That we stand for unwavering dedication to training, service and providing support systems to ensure exceptional benefit to our dealers and their customers.

HOW TO CONTINUOUSLY WIN IN THE F&I OFFICE

Training your people on operations and strategies is key to the success of your F&I Office. Make sure you have the proper tools for your management team to drive the success of your dealership's bottom Line. Our 4-day comprehensive program covers the Automotive, Marine, Powersports, RV and Trailer industries.

BOBBY ARCHAMBAULT, TRAINING INSTRUCTOR

Bobby Archambault started his career in a dealership while still in high school by washing cars in make-ready, and working in service and parts. After spending several years touring the country as a professional musician, he returned to the dealership environment and started selling cars in 1979.

Bobby has held every position on the variable side of a dealership, including general manager and dealer. He also spent six years in the F&I products, training and consulting side of the business with the Pat Ryan Group, now known as Resource. As southwest regional vice president for Ryan, Bobby oversaw 220 dealerships while achieving the highest service contract policy count in the US, as well as the highest profit per employee of any region in the country.

Bobby was recruited by F&I provider IAS to create Smart Dealer University in 2002, and under Bobby's guidance, the University enjoyed a 99.4% student satisfaction rating. In 2014, Bobby took F&I training to the next level by founding the Dealer Advantage University. He is one of only eight Certified Facilitators for the Association of Finance and Insurance Professionals (AFIP) in the country. AFIP is the only compliance training endorsed by NADA. Bobby has trained thousands of successful sales people and F&I managers throughout his career, and with the creation of The Dealer Advantage University, this level of knowledge, experience and expertise is now available to you.

F&I TRAINING SEMINAR AGENDA

DAY 1

- Overview
- Responsibilities of F&I
- Compliance: FinCEN 8300, Straw Purchase, Regulations Z, M
- Role of F&I
- The Interview
- Psychology Behind Selling
- Role Play: The Interview
- Video The Interview

DAY 2

- Compliance: Privacy Act, Safeguards Rule, OFAC, Red Flags
- Menu Presentation
- Steps to a Sale
- Role Play: Menu Presentation
- Video Menu Presentation

DAY 3

- Compliance: Risk Based Pricing, How to get on TV... or not
- Overcoming Objections
- Up Sells
- Role Play: Interview/Menu Presentation
- Video Interview/Menu

DAY 4

- Role Play; Interview/Menu/Up Sell
- Video Final Exam
- Credit Unions: What your customer doesn't know
- Q&A



F&I TRAINING SEMINAR REGISTRATION

Name: _____

Dealership: _____

Address: _____

Phone: _____

Email: _____

Current Position at Dealership: _____

Dates Attending: _____

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Your prepaid registration fee will guarantee your seat. Please send your registration fee, payable to Galt Enterprises, Inc.

PLEASE RETURN TO:

Attn: Gary Pecherkiewicz
Galt Enterprises, Inc.
34555 Chagrin Blvd., Suite 100
Moreland Hills, OH 44022

Phone: 800-248-4258
Fax: 216-464-2669
Email: fitraining@galtenterprises.com

All business casual sessions will be conducted at our office located at 34555 Chagrin Blvd., Moreland Hills, OH 44022. Plan to arrive by 8:30 AM. Each session will begin at 9:00 AM sharp. Tuesday through Thursday's sessions will end at 5:00 PM, and Friday's session will end at 12:00 PM.