



Zurich Fixed Operations VIP Training Event

June 3, 2025

Kansas City/Overland Park, KS



Transform your Fixed Operations performance!

Join Zurich and Steve Shaw Training for our VIP Training event at the Zurich Overland Park office. In-person session with limited spots available.

This event will uncover the tools your team can use to improve Repair Order Performance. Past attendees at our training events have seen an RO performance increase of .3 or more!

Don't miss this live event! Let's have a great year with improved sales and CSI.

Session Agenda

Multi-Point Inspections

- Properly present the PASS/FAIL approach and total cost to the customer
- Best practices for handling questions regarding the failed items

Factory Maintenance & Driveway Sales

- Properly presenting factory scheduled maintenance
- Up-selling: Asking for additional services (i.e., fluids and accessories)

Overcoming Objections

- Listening strategies to uncover objection or issue
- Best practices for utilizing tactical empathy for alignment with customer
- Questions to ask to guide the customer toward a solution

Ready to take you/your teams' Fixed Ops skills to the next level? Enroll today!

Training Fees:*

\$499.000 per person

**Enrollment includes one month access to Zurich's Fixed Operations Training & Certification platform!*

Details:

June 3, 2025

9:00 a.m. - 4:00 p.m. CT
(Lunch Provided)

Zurich Office - Overland Park
7045 College Blvd., 8th Floor
Overland Park, KS

Click here or scan QR code to save your spot today!



Zurich

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