



الكلية الوطنية لتقنية السيارات  
National College of Automotive Technology

## Course Overview

This course enables the learner to equip with the key communication and sales skills

## Who is the course for?

Service advisors or any individual who has the required knowledge in management and business terminology in automotive industry

## What will I get out of it?

- Define the core behaviours required to influence and build long term relationships
- Understand how to apply the six steps of the buying and decision making processes
- Understand how to present an uncomplicated up-sell example that meets agreed criteria and handles customer resistance
- Understand how to negotiate an agreement that meets guidelines for profitability and long-term customer relationships
- Demonstrate practical examples

**Course Duration**

25Hours (5 days)

**Course Format**

Labs /workshop

**Course Fees**

200 Omani Rial

**Language**

Arabic/English

