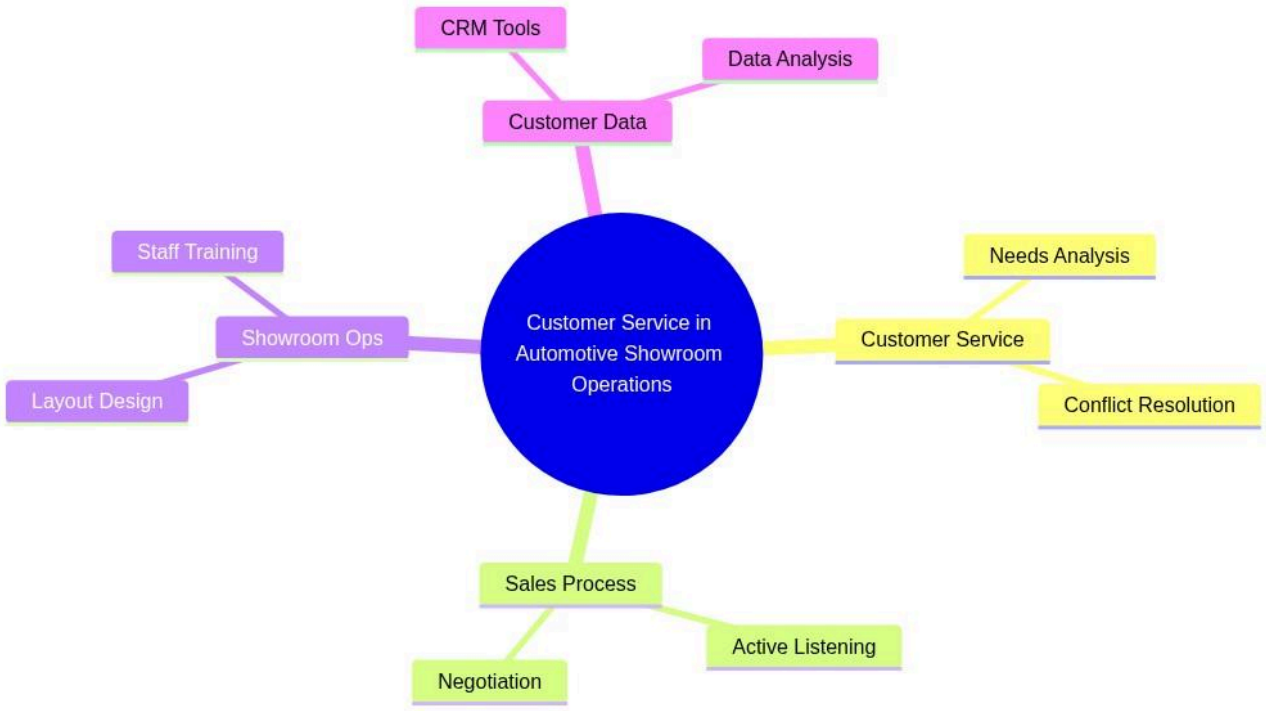
Undergraduate Certificate in Automotive Showroom Operations

Customer Service in Automotive Showroom Operations




```
mindmap
  root((Customer Service in Automotive Showroom Operations))
    Customer Service
      Needs Analysis
      Conflict Resolution
    Sales Process
      Active Listening
      Negotiation
    Showroom Ops
      Layout Design
      Staff Training
    Customer Data
      CRM Tools
      Data Analysis
```