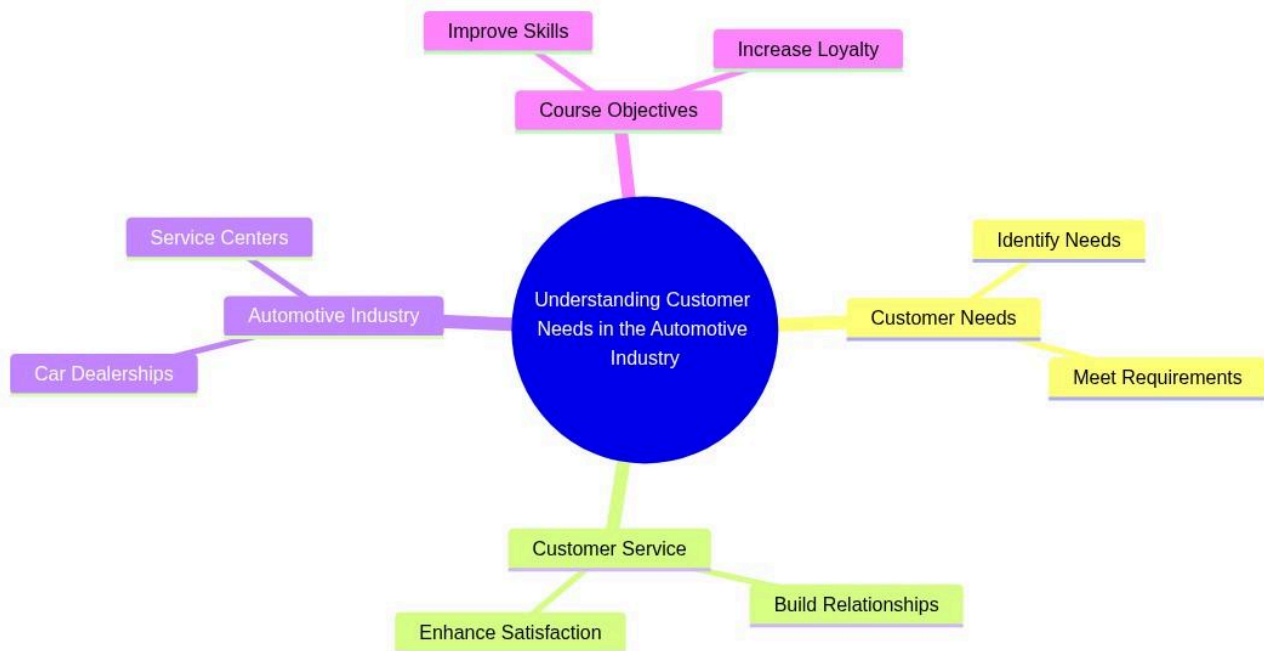


Professional Certificate in Automotive Customer Service

# Understanding Customer Needs in the Automotive Industry



mindmap

```
root((Understanding Customer Needs in the Automotive Industry))
```

```
Customer Needs
```

```
  Identify Needs
```

```
  Meet Requirements
```

```
Customer Service
```

```
  Build Relationships
```

```
  Enhance Satisfaction
```

```
Automotive Industry
```

```
  Car Dealerships
```

```
  Service Centers
```

```
Course Objectives
```

```
  Improve Skills
```

```
  Increase Loyalty
```