



## 5 Day F&I Training Class Agenda

### Monday: (8:30-5:30)

- Introductions
- Students objectives for class
- Finance managers responsibilities
- Selling Techniques
- Finance product overview: VSC, Auto Security, Surface Protection,
- GAP, other products
- Legal Considerations in today's market place
- Road to a Retail Sale
- Road to an F&I Sale
- Package Presentation
  - Customer introduction
  - Package presentation
  - Introduction to the Menu
  - Keys to study by & Homework

**ENROLL  
TODAY!**

[swds.net/online-registration](http://swds.net/online-registration)

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### Tuesday: (8:30-5:30)

- Video tape role-play: All students will video tape the basic customer introduction and
- package presentation
- Video tape review
- Product Knowledge: Gap, VSC and Tire & Wheel
- Benefits & Objections
- Objection Handling: VSC-Tire & Wheel-Gap
  - Problems to solve
  - Objection handling presentation
  - Over coming objections (VSC, Gap, Tire & Wheel)

### Wednesday: (8:30-5:30)

- Video tape role-play: All students will video tape the basic customer introduction and package presentation and over come objections
- Work on packaging products
- Video tape review
- Review Retail Installment Contracts
- Product Knowledge: All Remaining F&I Products
  - Auto Security
  - Surface Protection
  - Other
- Objection Handling: All Remaining F&I Products
  - Problems to solve
  - Objection handling presentation
  - Over coming objections (F&I Products)



## 5 Day F&I Training Class Agenda

### Thursday: (8:30-5:30)

- Video tape role-play: All students will video tape the basic customer introduction and overcome; F&I Products, VSC and Gap
- Video tape review
- Take all 8 Federal testing quizzes
- Introduction to Lenders
  - Problems to solve
  - Lender Guide Lines
  - Lender Advances
  - Credit Reports
  - Customers Interviews
  - Some State & Federal concerns

### Friday: (8:30-4:00)

- Practice role-play in areas of need
- Adapting package presentation to Leasing
- Review Retail Installment Contracts
- Review & Complete Federal Testing
- Compliance Tape
- Week in review
  - Credit union
  - Used Car Warranties

