



# T.U.S.K.

## F&I School

iA American Training Institute has the F&I training and processes to ensure the best customer experience, increase in profitability, and compliance best practices for your dealership.

**T.U.S.K. F&I School** introduces a progressive and innovative curriculum that is designed for business managers at every level. It teaches our customer-centric process, designed by our trainers, and intended for today's more informed, better educated customers.

### Topics covered in this class include:

- F&I process
- Primary functions of the business manager
- Working with today's internet-educated customer
- Primary emotions, commitment, and ownership
- Manufacturer's warranty overview
- Effective menu presentation using Y.E.S. method
- RISC disclosure, A.B.C. objection technique, legal compliance, and much more!

Training Dates:

**May 10<sup>th</sup>-13<sup>th</sup>**

TUESDAY - THURSDAY  
8:30 am - 5:00 pm

FRIDAY  
8:30 am - 2:30 pm

### Where:



iA American Great Lakes  
616 W Centre Ave.  
Portage, MI 49024

Scan here to register!



Questions?  
Contact Sara Crill  
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