

(Your Business Tire & Auto Service)

## PINNACLE PERFORMANCE TOOL-KIT

SALES/CUSTOMER SERVICE/WINNING TEAM CULTURE



### Welcome to your Pinnacle Performance Training Tool-Kit!

This comprehensive training/reference manual is branded for (Your Business Tire & Auto Service) and tailored to the tire/auto service industry. It details content from Steve Ferrante's highly-acclaimed Pinnacle Performance Training program with 29 valuable lessons to further the sales performance, customer relations and professional development of our participating personnel.

Your understanding and effective execution of this content is required to institutionalize the Pinnacle Performance model at the store level and help your team achieve new levels of success!

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