

## Collision Repair Online Courses

Now available through the Automotive Management Institute

AMi has aligned industry training into comprehensive educational curriculum, that once completed, provides certificates and professional designations for Collision Repair Customer Service Reps, Office Managers, Managers and Master-Level General Managers. Improve KPI's and profitability by starting in the front office! *Later this year AMi plans to launch a professional designation for Estimators.*

### Mike Anderson Series

Now you can expose your staff to the expertise of Mike Anderson, without the need to travel or spend time away from the business.

- Improving CSI – On the Phone – Length: 30 mins AMi Credit Hour: 1
- Improving CSI – During the Sale – Length: 65 mins AMi Credit Hour: 2
- Improving CSI – Check in and During Repair – Length: 30 mins AMi Credit Hour: 1
- Understanding Financial Statements – Length: 30 mins AMi Credit Hour: 1
- You Don't Know What You Don't Know – Length: 30 mins AMi Credit Hour: 1-
- Scheduling Best Practices – Length: 45 mins AMi Credit Hour: 1
- Profitability – Length: 30 mins AMi Credit Hour: 1-
- Parts Management – Length: 45 mins AMi Credit Hour: 1
- KPI Basics – Length: 30 mins AMi Credit Hour: 1
- Job Costing – Length: 30 mins AMi Credit Hour: 1
- Budgeting Basics – Length: 30 mins AMi Credit Hour: 1
- Bookkeeping Basics – Length: 30 mins AMi Credit Hour: 1

### Mark Claypool Series

Protect your business or promoting it over the internet, Mark has it covered!

- Email and Internet Security - Length: 30 mins AMi Credit Hour: 1
- Website and SEO Basics - Length: 45 mins AMi Credit Hour: 1
- Social Media Management - Length: 35 mins AMi Credit Hour: 1

### Frank LaViola Course

- M.A.D. About Generating Referrals – Length: 30 mins AMi Credit Hour: 1

### Frank Terlep Course

- Three Steps to Successful Marketing - Length: 45 mins AMi Credit Hour: 1

### **How to get started!**

- Go to [amionline.org](http://amionline.org)
- Click on “MyAMi login” in top right, then “Don't have an account? Sign up”
- Set up your profile. Be sure to choose “Collision Repair Segment” and a “Professional Designation” to pursue.
- Then to access the above courses, simply search the instructor's last name
- Questions? Go to our Video Tutorial Library link next to the MyAmi login” button
- Feel free to contact us: 817-514-2929 or [supportingsuccess@amionline.org](mailto:supportingsuccess@amionline.org)