

10/11/17

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SE
①

Busy!

Back it up?

How?

Keep doing ←

Consistent

Balance

(People/workload)

Tamara & Parker

Back up

Josh!

1st Year

though
(SRA)

Nandy

Quality

②

Standard! ↓ Our service
customers

Higher than others, CSI
Competition

What were doing!
Not worth it! - (Don't mention other dealers)
Bad form

Surveys - NPS CSI EIG.

Reputation: highly respected!

Not stupid things - I + E

Expect

Access

cut

Don't walk past it (3)

With service
Meal @ the pub. AM

Context
Parts

Delivery
Attitude!
Be Interested

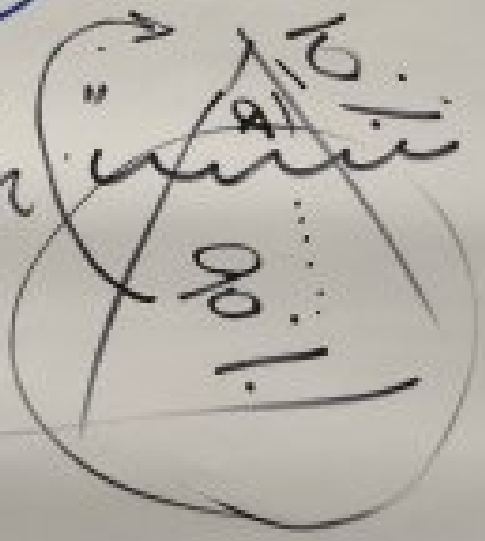
Above & beyond!

Better

Relationship
long term

Loved it

Interpretation



• Be open to suggestions! (4)
Change!
Compromise!
Flexibility within reason

• Continue to train!
↳ New staff
↳ Communication about quality standards
(eg. Tyre press.)
- spare - 5-10 Rs, 6m

Quality!

Amygdala

Amburgis (5)

- Check!
- Durable
- Reliably

Standards

Attention to detail

Excellence ⇔ Focus

(Integrity)
Commitment to completion

Expect

Values &
Standards &
Behaviour

Accept

- Tamara! ☺
- Less diagnostic + OTD ⓧ
- Seasonal + mindset
- New starter energy +
- Parker! With Mackey!

- Customer Service
- Bunnings : Easy ↑ Imp.
 - Pizza delivery (unexpected)
 - Personal Interest - David
 - (Exchange of rapport)
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More/Some