

Bill Robertson Toyota - Our Why



1 Mission - Bill Robertson Toyota's mission is to provide locals with a superior mobility experience.

Vision - To be Australia's best Toyota Dealer and most fulfilling place to work. Our passion is for everyone to experience the Toyota feeling and be our locals first choice.

Values - We share Toyota's Core Values, being:

Easy &
Enjoyable



Respect



On Show



Professional



Efficient



Continuous
Improvement



2 'Let's TALK About It'

“To achieve this mission and vision, communication (and talking about it) are important”

People also ask ⋮

Why good communication is important at work?

Good communication in the workplace ensures employees have the information they need to perform well, builds a positive work environment, and eliminates inefficiencies. Effective communication should accurately convey information while maintaining or improving human relationships 1Dec 2023

<https://www.coursera.org/articles/workplace-communication>

Bill Robertson Toyota
We Love Locals!



3

“

“Go out, talk to people, listen to people,” she says. “And, most importantly, be prepared to be amazed.”

– Celeste Headlee

When your job hinges on how well you talk to people, you learn a lot about how to have conversations – and that most of us don't converse very well.

Celeste Headlee has worked as a radio host for decades, and she knows the ingredients of a great conversation: Honesty, brevity, clarity and a healthy amount of listening. In this insightful talk, she shares 10 useful rules for having better conversations.

“There is no reason to show that you are paying attention if in fact, you are actually paying attention.”



4

Our Engagement Score

How we compare based on:

Current
2023 One Toyota
Engagement Survey

92%

COMPANY
2023 One Toyota

+13

Score 79%

BENCHMARK
Retail Australia, July 2023

+19

Score 73%

5

What is the 1 thing that Bill Robertson Toyota can do to help you be more effective in your role?

Highest 3 Scores

My company is Customer focused (seeking to understand and meet its Customer needs and requirements) **100%**

I am willing to go beyond my normal job requirements to help My company succeed **100%**

My company's commitment to social responsibility (e.g. community support, sustainability, etc.) is genuine **98%**

Highest 3 Scores vs. Benchmark

I see myself still working at My company in two years' time **+31 90%**

Workloads are divided fairly among people where I work **+28 88%**

My company motivates me to contribute more than is formally required of me **+27 93%**

Bill Robertson Toyota
We Love Locals!

