Bill Robertson Toyota



'Let's TALK About It'

"

"While you can think in terms of efficiency in dealing with time, a principle-centered person thinks in terms of effectiveness in dealing with people."

Stephen Covey



Efficient



- I will ensure efficient and seamless process for all Customer interactions.
- I will ensure complete and accurate reporting of all Customer wants and needs.
- I will use my time and resources wisely.

90.6%

CX Happiness
NA: 86.9%

WHAT?

HOW?

NOW?



Bill Robertson Toyota



BRT SERVICE TEAM - 2024 VISION











































