

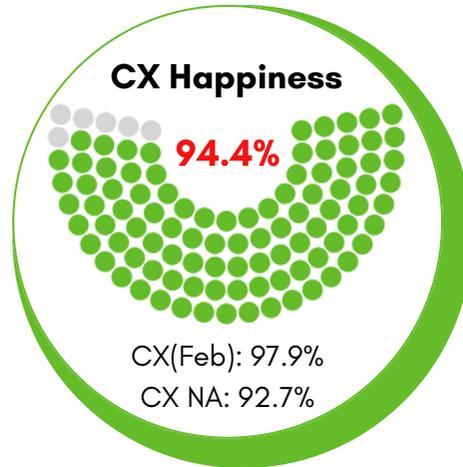
“Together
WE
Thrive”

As an all inclusive Team



“Alone we can do so little;
together we can do so much.”

– Helen Keller



Sales Diagnostics : March 2025 (February Statistics)			
	Very Happy/Happy 96.3% (n=26)	Neutral	Very Unhappy/ Unhappy 3.7% (n=1)
Finance & Insurance	42%	0	100%
Vehicle Knowledge	54%	0	0
Vehicle Presentation	77%	0	0
Accessory Explanation	50%	0	0
Customer Service	96%	0	0
Communication	69%	0	100%
Warranty Explanation	46%	0	0
Test Drive	54%	0	0
Trade-In Value	8%	0	0
Service Explanation	54%	0	0
Vehicle Availability	46%	0	100%
myToyota Connect	42%	0	0
Other	8%	0	0

“When it is clear that someone is not delivering in their role, we do something about it.”

We used this action item to reinforce with Managers the importance of not walking past bad behaviour and privately speaking one on one to correct behaviour. Nevertheless, this is something we are struggling to improve. Often the issues are relatively minor and irritating. Such as a coworker taking too many breaks or not being tidy enough. When we speak with a relevant person, we don't communicate that to the whole team, for obvious reasons. However, the complainant doesn't see that, and thinks we haven't done anything, especially if the behaviour doesn't really change, and it doesn't warrant dismissal.

COMMITTED TO THE EMPLOYEE ENGAGEMENT SURVEY

BRT Sales Team – 2025 Vision

“Together WE Thrive”

As an all inclusive Team

We Love Locals

