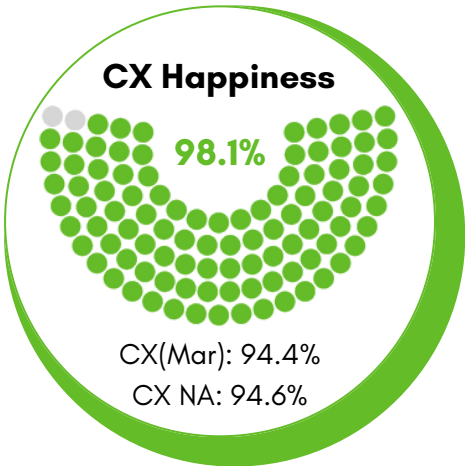


"Together WE Thrive"

As an all inclusive Team



"The greatest wealth is mental health."
– Unknown

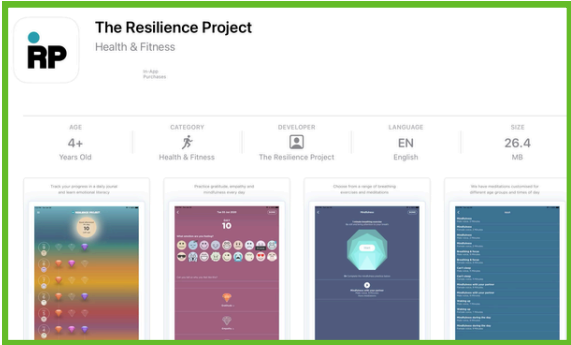


Sales Diagnostics : April 2025 (March Statistics)			
	Very Happy/Happy 100% (n=26)	Neutral	Very Unhappy/ Unhappy
Finance & Insurance	31%	0	0
Vehicle Knowledge	62%	0	0
Vehicle Presentation	88%	0	0
Accessory Explanation	62%	0	0
Customer Service	100%	0	0
Communication	81%	0	0
Warranty Explanation	46%	0	0
Test Drive	46%	0	0
Trade-In Value	0	0	0
Service Explanation	54%	0	0
Vehicle Availability	65%	0	0
myToyota Connect	46%	0	0
Other	0	0	0



Reduce Stress

We already work with local trainer to deliver a monthly one-hour session to our frontline staff. We have multiple sessions of the same topic throughout the day. Topics vary and included deep dives into our values, personality types and managing difficult customers. With stress coming up an issue, next month will run a session on managing stress, and run extra session so the whole dealership can attend.



BRT Sales Team – 2025 Vision

"Together
WE
Thrive"

As an all inclusive Team

We Love Locals

