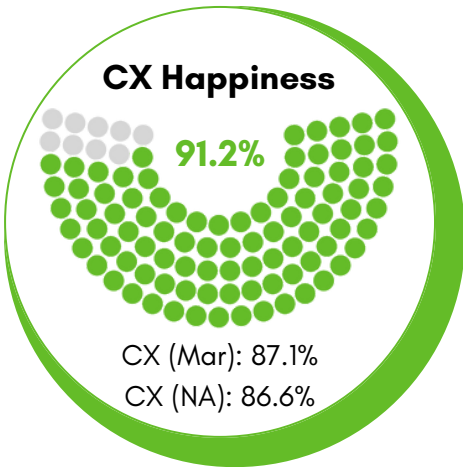


"Together WE Thrive"

As an all inclusive Team

“The greatest wealth is mental health.”
– Unknown

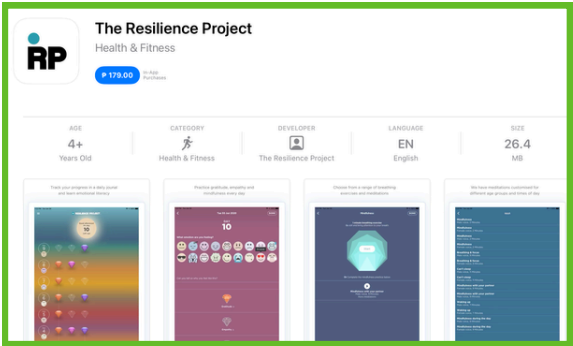


Service Diagnostics : April 2025 (March Statistics)			
	Very Happy/Happy 94.1% (n=48)	Neutral 5.88% (n=3)	Very Unhappy/Unhappy
Communication	73%	33%	0
Drop-off	60%	33%	0
Alternative Transport	35%	0	0
Customer Service	79%	0	0
Pick-up	58%	33%	0
Finish By Promised Time	67%	0	0
Service And Repair Quality	71%	33%	0
Vehicle Condition At Collection	63%	0	0
Booking Experience	69%	0	0
Other	4%	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.



Bill Robertson Toyota 
We Love Locals!

BRT Service Team – 2025 Vision

“Together
WE
Thrive”
As a Team

We Love Locals

