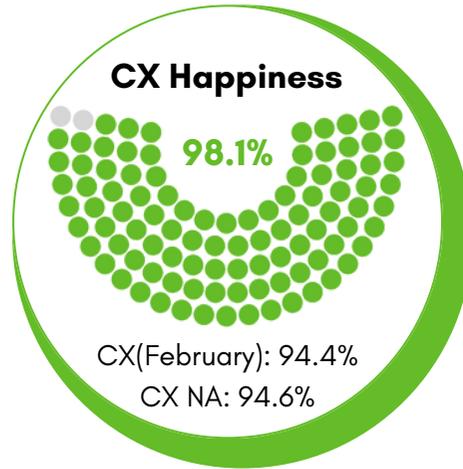


“Together WE Thrive”

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 |



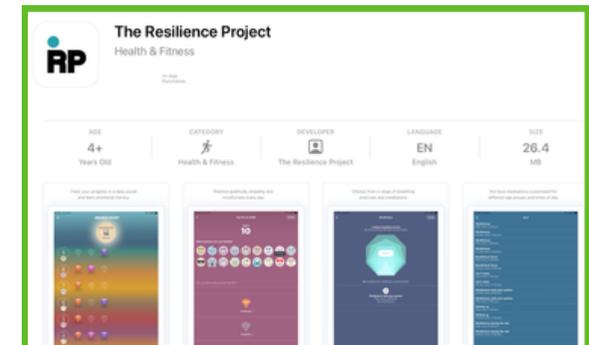
TED

Reduce Stress

How to make stress your friend

Kelly McGonigal

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 Sales Team – 2025 Vision

“Together WE Thrive”

As an all inclusive Team

We Love Locals

