

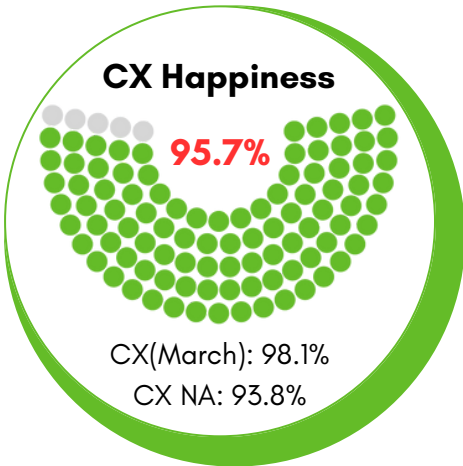
"Together **WE** Thrive"

As an all inclusive Team



It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently.

– Warren Buffett



Sales Diagnostics : May 2025 (April Statistics)			
	Very Happy/Happy 95.7% (n=22)	Neutral	Very Unhappy/Unhappy 4.35% (n=1)
Finance & Insurance	27%	0	0
Vehicle Knowledge	50%	0	0
Vehicle Presentation	64%	0	0
Accessory Explanation	32%	0	0
Customer Service	100%	0	100%
Communication	86%	0	0
Warranty Explanation	45%	0	0
Test Drive	45%	0	0
Trade-In Value	0	0	0
Service Explanation	32%	0	0
Vehicle Availability	59%	0	0
myToyota Connect	45%	0	0
Other	5%	0	0

This month is about Customer Experience, including how we are perceived.

- So:
- How do customers see us? How do we want them to see us? How do we influence it?
 - Smile ...
 - The 5m rule
 - Why do we have processes?
 - Stay fresh, and keep up high standards ... like Saturday dress standards, as an example!

BRT Sales Team – 2025 Vision

"Together
WE
Thrive"

As an all inclusive Team

We Love Locals

