

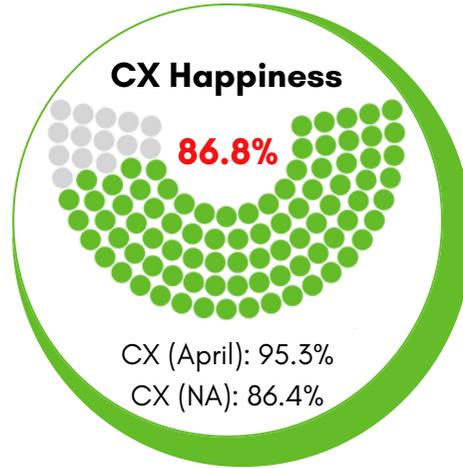
“Together
WE
Thrive”

As an all inclusive Team



The quality of your life is the quality of your relationships. Nothing affects your leadership more than your ability to connect

– Tony Robbins



Service Diagnostics : June 2025 (May Statistics)			
	Very Happy/Happy 88.9% (n=32)	Neutral 8.33% (n=3)	Very Unhappy/Unhappy 2.78% (n=1)
Communication	66%	33%	100%
Drop-off	47%	33%	0
Alternative Transport	31%	33%	0
Customer Service	81%	67%	0
Pick-up	34%	0	0
Finish By Promised Time	78%	33%	0
Service And Repair Quality	56%	0	0
Vehicle Condition At Collection	69%	0	0
Booking Experience	53%	33%	0
Other	0%	33%	0



Making the most of your 1:1 meetings:

- What are your expected outcomes?
- How to be frank and courageous
- How to set clear objectives
- Taking on comments and feedback
- Closing the meeting out

BRT Service Team – 2025 Vision

“Together
WE
Thrive”
As a Team

We Love Locals

