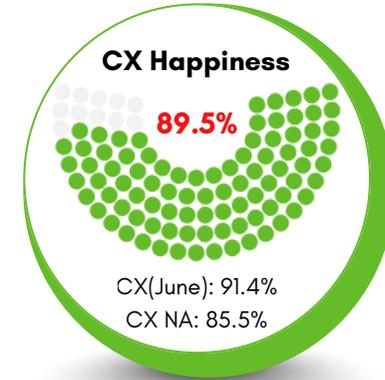


“Together
WE
Thrive”

As an all inclusive Team



| Sales Diagnostics : August 2025 (July Statistics) | | | |
|---|----------------------------------|---------------------|----------------------|
| | Very Happy/Happy 96.4% (n=27) | Neutral 3.57% (n=1) | Very Unhappy/Unhappy |
| Finance & Insurance | 41% | 0 | 0 |
| Vehicle Knowledge | 70% | 0 | 0 |
| Vehicle Presentation | 85% | 100% | 0 |
| Accessory Explanation | 41% | 0 | 0 |
| Customer Service | 93% | 100% | 0 |
| Communication | 70% | 100% | 0 |
| Warranty Explanation | 44% | 0 | 0 |
| Test Drive | 52% | 0 | 0 |
| Trade-In Value | 11% | 0 | 0 |
| Service Explanation | 52% | 0 | 0 |
| Vehicle Availability | 48% | 0 | 0 |
| myToyota Connect | 41% | 0 | 0 |
| Other | 11% | 0 | 0 |

| Service Diagnostics : August 2025 (July Statistics) | | | |
|---|-------------------------------|---------------------|----------------------------------|
| | Very Happy/Happy 90.3% (n=28) | Neutral 3.23% (n=1) | Very Unhappy/Unhappy 6.45% (n=2) |
| Communication | 71% | 100% | 0 |
| Drop-off | 43% | 0 | 0 |
| Alternative Transport | 25% | 0 | 0 |
| Customer Service | 93% | 0 | 0 |
| Pick-up | 46% | 0 | 0 |
| Finish By Promised Time | 64% | 0 | 50% |
| Service And Repair Quality | 71% | 0 | 0 |
| Vehicle Condition At Collection | 68% | 0 | 50% |
| Booking Experience | 68% | 0 | 0 |
| Other | 0 | 0 | 0 |

2025 Vision

"Together **WE** Thrive"
As a Team

We Love Locals

THRIVE

SUCCEED!
PERSONAL HEALTH & WORK

Personal goal. Find time to live and learn new skills.

GROWTH

TOGETHER WE THRIVE JAMES

STARS

FEEDBACK

INVESTIGATE LEARN

My GROWTH

Always Building Always Growing

WORK HAPPINESS

HOME HEALTH HEALTH

Finance Contracts

Switch off

Knuckle Down

We listen and we don't judge

Work Hard DISCIPLINE

LEARN PATIENCE

Have Fun IMPROVEMENT

Live Life - love

Adhere what I have set

family comes first

stop letting people hurt me

2025 IS MY YEAR!

Small steps are still PROGRESS

FAMILY

Cheers Bar & Quiz

PERSONAL PROFESSIONAL

Growth Balance

It is in Toyota's DNA that mistakes made once, will not be repeated - AKIO TOYODA -

CHANGE

"IF YOU DON'T LIKE SOMETHING, CHANGE IT."
"IF YOU CAN'T CHANGE IT, CHANGE YOUR ATTITUDE"

Self Improvement