



“Together
WE
Thrive”

As an all inclusive Team



Sales Diagnostics : October 2025 (September Statistics)

	Very Happy/Happy 100% (n=20)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	45%	0	0
Vehicle Knowledge	60%	0	0
Vehicle Presentation	80%	0	0
Accessory Explanation	65%	0	0
Customer Service	100%	0	0
Communication	80%	0	0
Warranty Explanation	55%	0	0
Test Drive	30%	0	0
Trade-In Value	0	0	0
Service Explanation	55%	0	0
Vehicle Availability	55%	0	0
myToyota Connect	45%	0	0
Toyota Halo Explanation	0	0	0
Other	25%	0	0

Service Diagnostics : October 2025 (September Statistics)

	Very Happy/Happy 88.5% (n=46)	Neutral 3.85% (n=2)	Very Unhappy/Unhappy 7.69% (n=4)
Communication	67%	0	25%
Drop-off	59%	100%	0
Alternative Transport	37%	0	0
Customer Service	83%	0	0
Pick-up	46%	100%	0
Finish By Promised Time	74%	0	25%
Service And Repair Quality	74%	50%	50%
Vehicle Condition At Collection	70%	0	50%
Booking Experience	65%	50%	0
Other	7%	0	25%

2025 Vision

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

We Love Locals