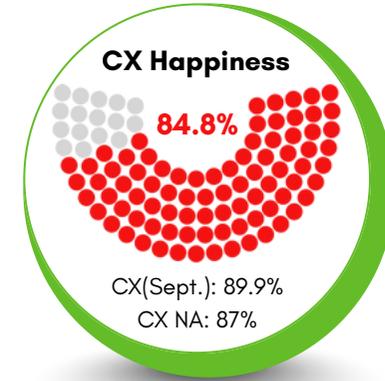




“Together  
**WE**  
Thrive”

As an all inclusive Team



### Sales Diagnostics : November 2025 (October Statistics)

	Very Happy/Happy 100.0% (n=15)	Neutral	Very Unhappy/Unhappy
Finance & Insurance	27%	0	0
Vehicle Knowledge	67%	0	0
Vehicle Presentation	67%	0	0
Accessory Explanation	47%	0	0
Customer Service	87%	0	0
Communication	73%	0	0
Warranty Explanation	33%	0	0
Test Drive	33%	0	0
Trade-In Value	0	0	0
Service Explanation	47%	0	0
Vehicle Availability	53%	0	0
myToyota Connect	33%	0	0
Toyota Halo Explanation	0	0	0
Other	0	0	0

### Service Diagnostics : November 2025 (October Statistics)

	Very Happy/Happy 90.2% (n=37)	Neutral 4.9% (n=2)	Very Unhappy/Unhappy 4.9% (n=2)
Communication	57%	0	100%
Drop-off	51%	0	0
Alternative Transport	27%	50%	0
Customer Service	84%	50%	0
Pick-up	54%	0	50%
Finish By Promised Time	73%	50%	50%
Service And Repair Quality	62%	50%	0
Vehicle Condition At Collection	49%	50%	50%
Booking Experience	54%	0	0
Other	3%	50%	0

