

Synopsis

I think we need to look to maximize facility utilization. Having started by setting goals for technicians also creating two super teams, getting the technicians at 120 % proficiency will be the first step to start to maximize our facility. Then we can start a campaign to find new techs and start an apprenticeship program to grow our own technicians,

Its essential that we keep communication the forefront with our employee's, We need to listen to what they have to say, And act on their concerns and issue follow thru on our commitments and hold all employees accountable for their actions an following the processes we have put into place. We have started several meetings in the fixed operations and for our employee's to see that I have taken a HUGE interest by attending all these meeting will show that we are a team.

We have already taken some actions to improve sales per repair order in our express lube. We had our first meeting and received some valuable insight from the eyes of our express lube technicians an advisors we have started to develop a plan to mirror the hours of the sales department, and to offer special for slow hours of the day to help keep a steady flow of traffic into the express lube.

Quarterly recognition breakfast we will be rewarding and praising employees that have shown they truly believe that we can succeed and grow with people that care about the customers and fellow coworkers. There will be an employee of quarter from each department an employee of year.