

## PARTS MANAGER CONVERSATION

1.NADA-HOW TO'S AND AND HOW-MANYS OF PARTS DEPARTMENT MANAGEMENT. NADA-DEALERSHIP MANAGEMENT WORKSHOP. J&L WARRANTY CERTIFICATION WORKSHOP. MASTERS SCHOOL OF AUTOBODY MANAGEMENT. ASE CERTIFIED PARTS SPECIALIST.

2.MAINTAINING A SAFE, GREAT WORK ENVIRONMENT WITHOUT DISCRIMINATION WHILE PROVIDING EXCELLENT CUSTOMER SERVICE.

3.NO

4.90%

5.THERES NO CONTROLS IN DEALERBUILT TO PREVENT CHANGING PRICES SO DAILY SALES REPORTS ARE RUN TO REVIEW ANY DISCOUNTS. SERVICE MANAGER CALLS FOR PRICE CHANGES MUST BE RUN THRU PARTS MANAGER OR ASSISTANT MANAGER.

6.ONLY PARTS PERSONNEL.

7.YES. THE GENERAL MANAGER ESTABLISHED PRICING.

8.WE ARE ABOVE RETAIL FOR WARRANTY AT 71.45% WHICH WAS OBTAINED ONE YEAR AGO.

9.NO, ONLY THE SERVICE AND PARTS MANAGER REVIEW WIP, INVOICES AND REPAIRS ARE CLOSED BEFORE MONTH END.

10.STATEMENT IS GIVEN MONTHLY AND DOC IS GIVEN DAILY.

11.A MATRIX PRICING IS USED FOR RETAIL SALES AND IS REVIEWED DAILY ON THE DOC.

12.PARTS MANAGER REVIEWS THE WEB PAGE MONTHLY BUT THE GENERAL MANAGER POSTS THE SPECIALS.

13.NO ONLINE ESTORE.

14.EVERYONE IN PARTS MUST COMPLETE TOYOTA'S YEARLY TRAINING. PARTS MANAGER REVIEWS MONTHLY TO MAKE SURE EVERYONE IS COMPLETING.

15.SALES DEPARTMENT USING THE IG WEBSITE TO PRESENT TO CUSTOMERS OF NEW AND USED CAR SALES. THE WEBSITE IS LIKED TO OUR WEBSITE. CUSTOMERS CAN REVIEW ALL ACCESSORIES AVAILABLE FOR THEIR VEHICLE WHICH INCLUDES INSTALLED PRICES. WE ALSO HAVE AN ACCESSORY MANAGER THAT MEETS WITH THE SALES DEPARTMENT.

16.BETTER AVAILABILITY OF NEW MODEL ACCESSORIES.

17.PARTS MANAGER RUNS A REPORT MONTHLY OF TOP ACCOUNTS OF PURCHASES AND RETURNS.

18.NO. PARTS MANGER LOOKS AT THE MONTHLY FIGUIRES AND THE DAILY DOC TO MAINTAIN A PROFIT.

19.WEEKLY BIN CHECKS. A MONTHLY RECONCILE REPORT IS GIVEN TO THE OFFICE MANGER.

20.IF A PART IS NOT IN STOCK, A LOST SALES IS TRACKED.

21.HAVING THE ADVISOR MAKE A FOLLOW-UP APPOINTMENT TO HAVE THE SPEICAL ORDER PART INSTALLED.

22.NOT ABLE TO RETURN A PART THAT IS NOT OVER \$8.00. WE DO MONTHLY RETURNS SO ITS NOT AN ISSUE. \$4998

23.PHASE IN IS 1 HIT IN 3 SEPARATE MONTHS. PHASE OUT IS NO SALES IN 11 MONTHS. TOYOTA DOESN'T HAVE A RIM PROGRAM AND WE DON'T USE ARO.

24.8-9

25.HAVING A GOOD WORKING RELATIONSHIP BETWEEN THE DEPARTMENTS.