SUMMARY REPORT REVIEW

OUESTIONS REVIEWED WITH SERVICE MANAGER:

1. How does your labor rate compare to your posted door rate?

Competitive rate we are below.

Maintenance rate we are below.

Labor rate we are above.

2.Is there discounting?

Yes, maintenance and competitive repair.

3.What are the hours per R.O.?

2.80 % guide being 3.0%

3.What is the percent of one-line Ros?

51.72% way over the 10% to 15% guide line.