

Departmental Action Plan Template

Student Name: Jeff Francisco

Class & Student Number: HLA 107

Academy Week (Var II):

Current situation or challenge you want to address.

- **Non-Negotiables as a Sales Person**

Overall Objective and Specific Desired Results:

- **The objective of this plan is to set clear expectations of what is expected as a sales person at Hendrick Lexus Charlotte. These specific standards will be also be outlined in your pay plan and will be measured as part of your compensation package.**

Describe your action plan in detail (be specific and include before and after measurements)

- **Non- Negotiable & Minimum Performance Standards:**
 1. Sales performance standards of at least 12 units per month on a 90-day rolling average.
 2. Must get 5 positive Google/Online reviews,
 3. Must make a minimum 20 outbound calls, 50% unique, 1:20 average call time.
 4. Wear approved Hendrick attire and be well groomed.
 5. Ensure that your CSI Score from Lexus is at or above district, area and national levels.
 6. Produce accurate and complete documentation for every transaction.
 7. Maintain exceptional knowledge of your franchise products and competitive makes, as well as
 8. maintain factory certification as defined by the manufacturer.
 9. Maintain a perfectly clean work area.
 10. Produce accurate and complete documentation for every transaction.
 11. Apply the Hendrick Core Values in all day-to-day activities:

Servant Leadership	Teamwork through trust and respect
Integrity	Passion for Winning
Accountability at all levels	Commitment to the customer enthusiasm
Commitment to continuous Improvement	

Timeline:

- **These standards will be monitored daily, weekly and monthly.**

Meeting with Stakeholders

- **Performance outside of the above defined standards and/or below the Minimum Performance Standards noted above will be considered unsatisfactory performance. If performance does not exceed the minimum standards outlined above, in any given month your performance will be carefully monitored thereafter to insure satisfactory standards can be met. If these standards cannot be met your employment will be reevaluated.**
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