

AMARJIT MUHAR

N337/

VARIABLE WEEK 2 HOMEWORK

CURRENT SITUATION: OUR SALES AND INTERNET STAFF IS NOT DOING GOOD JOB ON THE PHONE TO SET UP APPOINTMENTS. THE APPOINTMENTS MOST OFTEN DON'T SHOW UP.

OVERALL OBJECTIVE: WE WANT TO DOUBLE THE NUMBER OF APPOINTMENTS FROM 150 MONTH TO 300 PER MONTH.

PLAN: WE WILL IMPLEMENT JENNIFER SUZAKI COURSES FOR ALL OF THE SALES STAFF. EVERY FRIDAY AFTER THE SALES MEETING WE WILL WATCH 1 VIDEO. AFTER THE VIDEO WE WILL ALL USE THE COURSE MATERIALS FOR DISCUSSION. WE WILL MAKE UP OUR OWN QUIZZES FOR THE CLASS USING KAHOOT!

TIMELINE: WE ARE ALREADY USING JENNIFER SUZAKI COURSES DURING OUR FRIDAY MORNING MEETINGS. SALES PEOPLE REALLY LIKE THE VIDEOS AND WE ARE SEEING RESULTS OF APPOINTMENTS SHOWING UP. WE WILL USE THIS PROGRAM THROUGH END OF SEPTEMBER 2019. EVERY SALES MANAGER INCLUDING USED, BDC, FINANCE MANAGERS AND SALES PEOPLE ATTEND THESE FRIDAY MORNING MEETINGS. WE HAD TO HAVE LITTLE BIT OF CULTURE AND SCHEDULE CHANGE. ALL THE DEPARTMENT MANAGERS WERE NOT OPEN TO COMING IN 8 AM EVERY FRIDAY MORNING FOR THIS TRAINING. NOW THEY SEE VALUE IN THE TRAINING. THIS ALSO PUMPS UP THE SALES PEOPLE AS THEY SEE THEIR MANAGERS IN THE TRAINING.

