

The benefits of achieving this goal will be: By increasing just .4 x 300 customer pay repair orders monthly = an additional 120 customer pay hours per month. If you do the math 120 hours x an effective labor rate of \$125.00 = \$15,000 per month of addition gross profit. This additional gross profit at the 10% paid to the advisor is \$1,500.00 monthly. Looking to increase their pay over just 1 year is an additional \$18,000.00!! Without having to write another repair order.

Take Action!

Potential Obstacles

Potential Solutions

Just simply taking orders on the service drive. _____
 schedules. _____

Present maintainance

Who on you staff will need to be involved to accomplish this goal:

Service Manager and Advisors.

Specific Action Steps: *What steps need to be taken to get you to your goal?*

What?

Expected Completion

Completed

_We also want to look at increasing our ELR for customer pay and warranty.

I will be adjusting customer pay services (menu and quick service)
