

CAN YOU FILL THIS OUT PLS
I CAN COME UP TOO



Pre-Class Scavenger Hunt

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Directions: Use your financial statement to find the following items. Complete and bring to class with you on Monday morning.

Objective: Completing this form will give you some working knowledge as to where to find accounts on your statement. This will allow you to spend more time learning concepts and less time searching for information.

Some financial statements may have the information combined with another account. Please ask your controller/office manager for specifics or call the Financial Management Instructor.

CALL ME IF YOU NEED INFO

Item	Page	Line	Dollar Amount
Cash	<u>1</u>	<u>1</u>	<u>\$ 2,807,918</u>
Contracts in Transit	<u>1</u>	<u>2</u>	<u>\$ 359,882</u>
Vehicle Receivable	<u>1</u>	<u>4</u>	<u>\$ 263,344.</u>
Holdback	<u>2</u>	<u>62,63,64 65,66,70</u>	<u>\$ 127,161</u>
Parts, Service, & Body Shop Receivable	<u>1</u>	<u>5</u>	<u>\$ 303,399.</u>
New Vehicles Sold YTD	<u>1</u>	<u>78</u>	<u>\$ 255</u>
Total Expenses	<u>2</u>	<u>59</u>	<u>\$ 458,299</u>
Total Dealership Net Profit	<u>1</u>	<u>71</u>	<u>\$ 361,385</u>
Total Dealership Sales	<u>2</u>	<u>1</u>	<u>\$ 6,016,536.</u>
New Vehicle Operating Profit	<u>3</u>	<u>60</u>	<u>\$ 176,162.</u>
YTD Pre-Owned Vehicle Retail Sales	<u>4</u>	<u>1</u>	<u>\$ 14,484,696.</u>
YTD Parts Dept. Expense	<u>4</u>	<u>59</u>	<u>\$ 634,186</u>
Service Dept. Internal Gross Profit	<u>9</u>	<u>6-26</u>	<u>\$ 55,695.</u>
Cost of Labor	<u>9</u>	<u>4-26</u>	<u>\$ 276,33.</u>
Effective Labor Rate	<u>11</u>	<u>_____</u>	<u>\$ 121.92</u>

LINE 3!

CAN YOU FIND THE OUT BUS

I can come up too

3-Client Management

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1. The first step in the process of client management is to identify the client's needs and expectations.

2. The second step is to establish a clear communication channel with the client.

3. The third step is to develop a comprehensive plan of action that addresses the client's needs and expectations.

4. The fourth step is to implement the plan and monitor the client's progress.

5. The fifth step is to evaluate the client's satisfaction and adjust the plan as needed.

6. The sixth step is to maintain a long-term relationship with the client.

7. The seventh step is to provide ongoing support and assistance to the client.

8. The eighth step is to ensure that the client's needs and expectations are met throughout the entire process.

9. The ninth step is to document the client's progress and any changes to the plan.

10. The tenth step is to review the client's feedback and use it to improve the client management process.

11. The eleventh step is to ensure that the client's needs and expectations are met throughout the entire process.

12. The twelfth step is to provide ongoing support and assistance to the client.

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