

Verification Form Regarding the Departmental Action Plan

Fixed Operations 1 Week Post- Class Homework Assignment

Dear Academy sponsor,

One of the post-class homework assignments given to your manager at the conclusion of week two at the Academy is the Departmental Action Plan form. The student's assignment is to show you the format of the assignment, explaining to you the purpose of crafting a departmental action plan after week 2 of the Academy. This assignment will be completed four separate times, (classes 2-5) after the student has attended the fixed operations 1 parts week, the fixed operations 2 service week, the variable operations 1 class week and the variable operations 2 class week. The progress of the student's departmental action plans will be assessed by each of the Academy instructors in weeks 2 through 5 of the Academy. Please sign this form below which indicates that the student has reviewed the departmental action with you, and have your student bring the form with them, when they return for their fixed operations 2 parts class. We will collect these forms at that time from the students. The student will receive a pass/fail grade, based upon whether they submit this form signed by you. This is being done in order to verify that each student has shared the Departmental Action Plan with their sponsor.

Thank you for your cooperation.

Sponsor's Printed Name ^{DAVID SILVERSTEIN} Jason Branham Sponsor's Signature 

Date 9/21/19

Very truly yours,

Dealer Labor Rate Survey

Complete this survey if you have a dealer (OEM) store.

Dealer	Labor Rate		Flat Rate Time Standard
	Single	Variable	
Nalley Toyota Stonecrest		C <u>36.50</u> / Syn Blend W <u>105.59</u> 55-65 M <u>92.50</u> R <u>115.00</u> I _____	<input type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
Atlanta Toyota		C <u>32.95</u> / <u>53.81</u> W <u>111.42</u> M <u>135</u> R <u>134.95</u>	<input type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
Stone mtn. Toyota		C <u>36.95</u> / <u>59.95</u> W <u>113.30</u> M <u>129.95</u> R <u>129.95</u>	<input type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
World Toyota		C <u>39.95</u> / <u>49.95</u> W <u>148.50</u> M <u>148.50</u> R <u>148.50</u> Based on Duration	<input type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other
Toyota South Atlanta		C <u>40</u> / <u>65.82</u> W <u>113.30</u> M <u>129.95</u> R <u>129.95</u>	<input type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input type="checkbox"/> Other

Variable Rate Code(s):

C=Lowest, Most Competitive (ie., L.O.F., etc.)

W=Warranty

M=Maintenance Rate (Normal Factory Maintenance)

R=Highest, Repair Rate

I = Internal



ACADEMY

ASBURY
AUTOMOTIVE GROUP

Non-Dealer Competitive Maintenance Pricing Summary Survey

- This survey is designed for independent, or non-dealer stores.
- Make sure to include parts and labor.

Competitor Name	Lube, Oil & Filter	Rotate Tires	Balance Tires	Align Front End	Service A/C	Replace Front Disc Pads	Totals (Sum Rows)
N.T.B.	\$24.99 \$64.99	\$19.99	\$35.96 \$47.96 Lifetime	89.99	NA	\$139.99	
Tires Plus	\$33.00 \$59.00	\$20.00	\$51.79	\$79.99 Standard \$119.99 3yr \$199.99 Lifetime	\$135.99	\$204.99	
Firestone	32.98 70.98	19.99	\$52.33	\$79.99 Standard \$199.99 LTire	\$176	\$155.58	
Pep Boys	\$44.95 \$69.99	Free w/oil change \$24.95	\$35.95	\$89.95	\$115 - \$175	\$189.99	
Midas	\$27.99 \$52.99 Other Hydro-Bond \$64.99	\$19.95	\$50	\$120	\$180	\$189.99	
Good year	\$34.95 69.95	Free with oil change \$19.95	\$67.80	\$90/standard \$159/3yr	\$131	\$159.95	
Competitor Averages							
My Dealership							