

First Time Fill Rate

DEALERSHIP NAME	NADA Motors	rst time fill rate		
DATE	RO'S	1st Time	Same Day	Day
9/21/2019	1	1		
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Totals	50	39	5	7



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Departmental Action Plan

Dealership **Nalley Toyota Stonecrest**

Academy Week **Week 3 Service**

Class & I

Current Situation

Current parts associated do not see themselves as sales associates.

Overall Objective:

Sell more parts, broaden parts associates mind set, and better customer servi

Proposed Timeline

Oct 1, 2019- Dec 1, 2019

Action Plan

Training on phone sales, improve sales techniques and tracking lost sales.

Requirements

1.

Meet with parts manager to brainstorm on how best to achieve the goals

2.

Mandatory staff training, fun group activities with role playing, follow up meet

3.

Parts manager and General Manager will monitor the progress weekly. We wil
percentage has gone up since training.

4.

We will review sales reports weekly and share data with staff during weekly m

5.

It should cost about \$250. Our cost will be low because we have access to m

Projected Date of
Completion:

12/01/2019

Sponsor Signature:

David Silv

Evaluation of Results: Include measured results.

(± Metrics)

Impact Areas:

Sales / Gross / Expenses / Net Profit / CSI /

Student Name Darryl Jefferson

Student Number 3

ice.

PLEASE BE ADVISED
THIS ASSIGNMENT BY
IT'S SELF IS WORTH 100
POINTS.TAKE YOUR
TIME AND GET IT
CORRECT

ing to show if changes improved sales

ll track phone sales and lost sales to see if the

eetings.

ost of the training through our corporate portal.

erstein