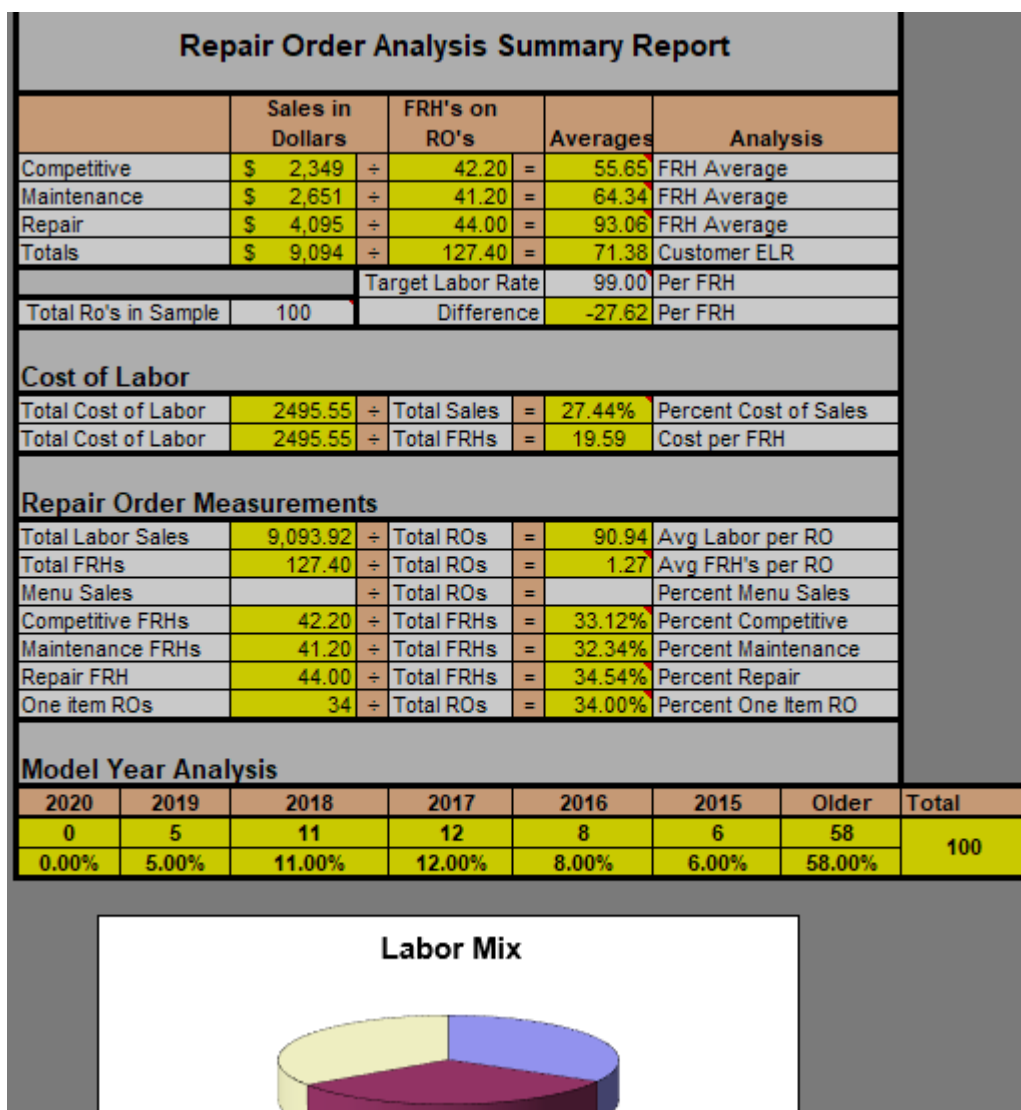


Marcel Black

N346



1. The 1st thing we need to do is to increase our Flat rate hours to at least target of \$99.00. We accomplish this by training the ASM's the art of the sale and to incorporate menu pricing.
2. We need to increase our repair % to bench mark of 40% which would increase gross FRH by \$5.00 which is a good start to increasing profitability
3. Take advantage of the older cars with higher mileage and sell more labor hours.
4. We also need to better utilize our c-d level techs to lower the cost per FRH and increase efficiency of the shop over all