

ACTION PLAN

What will you do differently as a result of what you learned in this section?

More involvement from all managers in internet follow up scheduler. More specific training and understanding of the leads throughout my store.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

Less missed opportunities. game planning and team work by all staff to achieve the common goal. More sales and higher closing percentages. Better CSI and happier customers.

What obstacles might you encounter and how can you overcome them?

Sales people depending too much on management to finish the sell with the customer.

Identify your first few steps and the people who can help you with them.

Desk Managers, Inet Managers, BDC and BSM all understanding the why and understanding the benefits.

Start Date:

Today

Completion Date:

1 month