

ACTION PLAN

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

More incoming ^{Sales} phone training. Being more personal. Setting time and experience expectations for the customer.

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

Increased Shows to the dealership. More inventory turns and happier customers. If we don't change anything we will allow the customer to come in with expectations higher than we can meet.
EQUALS BAD CFI.

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

No real obstacles to overcome. This is very useful information that provides immediate improvement. Jennifer's energy and timing is something to heavily emphasize in training with our staff.

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

All sales people taking incoming sales calls. Watch and take quizzes from pre-homework (Jennifer's Videos). Understanding the when, why, where and how long expectations she will lay out for her calls. All Variable Managers can participate.

Start Date:

9/21/2020

Completion Date:

Oct. 2020