

## Action Plan

- 1 update our boutique with new products
- 2 train counter guys with a updated script on how to handle a phone call
- 3 train counter guys on how to use a quote and follow up on them ask for the sale
- 4 offer additional part to complete the repair they didn't ask for
- 5 use the financial statement to better understand where we are and where we need to be to increase gross profit
- 6 challenge counter guys to increase sales month to month .reward a giftcard for a 25% increase
- 7 challenge myself to think outside the box to make positive changes
- 8 push sales dept to sell accessories .work with sales manager
- 9 hope to have all this in process by march