

## ACTION PLAN

We need to be able to take our parts department to the next level. Having a Champion team it takes the whole department (store) to give every effort every time, every day. We need to be able to train our staff correctly and give the right tools to excel. We need to raise our retail and wholesale accounts by 20%.

All of our staff including parts manager should get the right training, right tools so by the end of first quarter we should see our numbers increase.

This can be achieved starting with NADA training we are receiving, to able sit down with each parts employee and give them each their own goals that need to be hit.

Right now, during this pandemic I believe we are at the time to take a deep breath, slow down a bit and take one task at time. We are able to master each area we need to so we can excel. For example: master the phone skills with each customers. I also believe with this we can also identify if we have the right team to be able to achieve the goals we are shooting for.

We need to take every day as a one day at a time goal. What can we do today to get us closer to our goal? Keep track of our individual employee goals on a weekly basis and help them with training or tools needed to stay on track.