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Action Plan

Two of the biggest takeaways from this section for me was inventory control/monitoring it as it starts to comeback and our F&I teams production and focus. Currently our inventory is light and we have been able to preference our vehicles specifically to what the client and market is asking for. As we move forward, we have a very dedicated New Car Manager that is going to have time after every allocation to look at the specifics and requests changes to any of the vehicles that might not be optioned out well. As for the F&I side of things – we are very heavy in reserve. With my F&I background I am going to help in coaching and showing the team how to maximize the deal with products to ensure that we are not solely banking on the reserve and the heavy carries of these loans.

Inventory – if we don't make the change and allow for our New Car Manager to have the time needed to properly sort through and preference these vehicles, we could end up with some vehicles with less than desirable builds which will put us in a place where they could begin to age. We also could miss out on opportunities to better our inventory with other dealerships not calling for trades on our unsold inventory.

F&I - Being that F&I is paid and ranked based on their monthly PVR some can be inclined to take the rate and not figure out how to leverage what the guest is saying. I believe the spread should be 60/40 and even better yet striving for 65/35 for product to reserve. Our products per deal is a huge opportunity; we are very good at capturing the VSC but getting the second product isn't always a focus. I believe by showing them the benefit to the dealership overall will help increase capturing the second and third product.

Time; we have a lot of great ideas and plans but struggle to always make everything happen. Our days tend to get away from us with the day to day and the flow of appts/walk ins. We all tend to wear many hats which enables us to be well rounded and maximize our deals however it can be time consuming and challenging to get away from the desk to do the administrative and training side of things.

We made a manager calendar that is based off of our schedules and has time scheduled for admin and training. I believe this will help us to be accountable and get the necessary things done to continue to grow.