

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> - lots of technicians - Lube techs present - Lots of work coming in the door 	<ul style="list-style-type: none"> - lack of Motivation in the Shop - A lot of slow^{moving} technicians - Too Many appointments right when we open, already backed up 2 hours for oil chx by 8am (6/4 for ex. - 9 Appts for 7am) - drop offs take in <u>WAY</u> too long to be looked at.
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> - lots of technicians should equate to more efficiency, we need that to be true. - Lube techs should be quick, 1.5 hours for an oil chx/tire rotation shouldn't happen with competent lube techs. - waiters shouldn't be the only priority, drop offs need to be looked at in less than 2 or 3 days - Anthony is motivated and sharp as a tack but when he sells work, it's taken away from him and given to an unmotivated journeyman 	<ul style="list-style-type: none"> - Parts being put on by techs techs because they're "needed" but not telling anyone first. - Vehicles not being test driven after repairs are made.



STRENGTHS	WEAKNESSES
Structure Size	No car wash dispatching low morale
OPPORTUNITIES	THREATS
High Volume money money	low morale slow repair times



STRENGTHS	WEAKNESSES
<ul style="list-style-type: none">- Massive Facility- High traffic- Good location- Young aggressive advisors	<ul style="list-style-type: none">- Phone answering + skills- Follow up with customers- Getting work through shop in a timely matter.
OPPORTUNITIES	THREATS
<ul style="list-style-type: none">- More Gross \$- More Employees- Room for more work	<ul style="list-style-type: none">- Finding employees- Competition- Union Contract strike