

Action Plan

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| 1. Evaluate current Mazda Lead Technician | Service Mgr | July 5 th |
| 2. Open up Thursday nights until 8pm | Service Mgr | August 1 st |
| 3. Service and Sales Manager Meeting | Sales/Svc Mgr | July 5 th |
| 4. Technician/Advisor Proficiency Bonus | SVC Mgr | July 5 th |
| 5. Hire Intern/ young talent for parts runner | Svc Mgr | Aug 1 st |
| 6. Weekly Maintenance special Eblasts | Svc/Adv Mgr | July 5 th |
| 7. Weekly BDR meeting to review scheduling | Svc Mgr | July 5 th |
| 8. Weekly Service Mgr meeting | GM | July 5 th |