

## **ACTION PLAN**

### **WHAT I WILL DO DIFFERENTLY**

**More closely monitor discounting procedures for retail customers**

### **BENEFITS/CONSEQUENCES**

**Benefits will be increased gross profit for retail parts which is currently well below standard. Consequences are continuing to underperform in this area and lost profits.**

### **OBSTACLES**

**Obstacles might include counter people not following discounting guidelines and not being able to close sales without using discounts. I can overcome this with better training and monitoring discounts being given**

### **FIRST FEW STEPS**

- 1-Make a written discount policy**
- 2-Better training to help counter people close sales without discounting**
- 3-Assistant manager and lead retail counter person will help to implement this**

**Start date 5/15/22**

**completion date- ongoing**