

WEEK 5 VARIABLE OPS 2

Pre Class Assignment

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NADA VARIABLE OPERATIONS				
Day 1	Day 2	Day 3	Day 4	Day 5
Sales Meeting	Sales Meeting	Sales Meeting	Sales Meeting	Sales Meeting
Industry Updates	Digital Sales Process	Non-Present Buyer Phone Training	Employee Retention	Case Study Presentations
Lunch & Learn Electrification	Sales Process	CAP HILL TRIP	Turnover	Email Mystery Shop Review
OEM Mystery Shop E&P	Showroom Control Finance Insurance	Government Affairs	Pay Plans Case Study Crunch Time	GO HOME & TRAVEL SAFELY

CAPITAL HILL

HIGHLY Recommended..... Jacket and Tie for Men.
Professional Attire for Women Automotive News Picture.

Comfortable Shoe's –We will be walking approx. 3 miles.

Remember to check the weather for appropriate level of comfort

Notes: Class will conclude approximately 11:30AM/Friday.

It is our recommendation you book your flights home after 2:30pm on Friday - Please plan your travel accordingly.

Have an inventory, sales, and/or human resources manager that might benefit from this class? Certificate options are available!_

1. Latest Financial Statement. Make sure Composite and Supplemental Sheet is updated if you are an Academy Student.
2. Sign up for the Yellowdig Discussion Board via the class site. An email invitation will be sent out at least two weeks before the Monday your class commences
3. Review and observe the following during your next sales, service, and management meetings at your dealership: content, effectiveness, and level of participant satisfaction.



4. Watch the videos in Units under "Before Class" from Industry Leaders and Tony Seba. Be prepared to discuss these videos on our first day together
5. Print and bring your New Car Area of Responsibility Map (available from your manufacturer).
6. Bring sales effectiveness report card from your manufacturer.
Make sure to obtain Brand and Sales Effectiveness percentages.
7. Bring current phone call guide used by Sales Consultant when ***taking incoming sales calls and for placing outbound internet and phone communications***
8. Have available your month-end showroom control log from your CRM (matching the month of the financial statement you are bringing). **Include: Number of guests, Closing ratios, Demo Rides, Manager T-O, and any other processes that you are monitoring.**

9. Bring a copy of a 'worksheet' utilized in the sales department when working a deal with a customer. Prepare to share the process and overcoming customer objections with the class
10. Upload a copy of your 'worksheet' to the Yellow Dig discussion board.
Remove all consumer personal identifiable information.
11. What is the average time from new car deal agreement until delivery?

12. Bring a completed F & I Menu (if you are using one and I hope you are!) If you are using DocuPad or other please take screen shots and bring with you.
13. Upload a copy of your F & I Menu to the Yellow Dig discussion board.
Remove all Consumer personal identifiable information.
14. What are the goals of the F & I office in your dealership, financial and otherwise?
15. Have the F & I Manager complete the F & I Performance Form found in The Syllabus Section of the front page of the class site
16. Upload copies of job descriptions for Sales Professionals and Finance Managers to the Yellow Dig Discussion Board
17. Upload copies of pay plans for Sales Professionals and Finance Managers to the Yellow Dig Discussion Board. Please remove any Associate personal identifiable information.
18. What is the total number of employees that left dealership employment during...

Rolling 12 months? _____

How many of total separations left **voluntarily**? _____