



<p style="text-align: center;">STRENGTHS</p> <p>TIMOTHY BERNARD N412</p> <p>MANAGER TO ON MAJORITY OF SERVICE CUSTOMERS ADVISORS PUSH WORK AS MUCH AS POSSIBLE/VERY AGGRESSIVE WITH SALES APPROACH</p> <p>APPOINTMENT SET UP HAS BEEN GREAT SO FAR BUT ALWAYS CAN BE IMPROVED.</p> <p>TON OF LOANER VEHICLES IN CASE FOR CUSTOMER CONVENIENCE.</p>	<p style="text-align: center;">WEAKNESSES</p> <p>PARTS RUNNER/FETCHER WAS AN IDEA MOST OF THE TECHS HAD TO IMPROVE TIME AND HAVING TO WAIT LESS AT THE BACK COUNTER FOR PARTS.</p> <p>DESPITE HAVING SOME ISSUES GETTING PARTS WE COULD BE BETTER AT HAVING MORE PARTS AVAILABLE MEANING ORDERING MORE THAN ONE OF THE SAME PART HAVE A BACKUP JUST IN CASE YOU NEVER KNOW</p> <p>NOT WILLING TO DO VIDEO MPI HOWEVER IF TRAINED PROBABLY THAT CAN BE AN ASSET</p> <p>COFFEE CLUTCHING.</p>
<p style="text-align: center;">OPPORTUNITIES</p> <p>MULTIPLE TECHS WITH 3 BAYS LOGGING 40 HOURS PER WEEK (13.33 PER BAY) SHOULD BE GETTING 40 HOURS PER BAY IF AT ALL POSSIBLE. LEAVING WORK ON A CONSISTENT BASIS IN TECHS BAY FOR THE FOLLOWING DAY WE DO IT NOW BUT NOT CONSISTENT.</p> <p>CONTINUING WITH MANAGER TO'S BUT MAKE IT PART OF QUICK LANE WE DO A GREAT JOB IN THE MAIN SHOP BUT CAN IMPROVE ON THE QUICK LANE SIDE.</p>	<p style="text-align: center;">THREATS</p> <p>THE ONLY THREAT I CAN SEE WOULD BE VERALL IMPROVEMENT EVERYONE SEEMS TO GET ALONG VERY WELL AND KNOWS THERE PLACE. THEREFORE I FEEL THAT IF WE FOLLOW WHAT SUGGESTIONS THE TECHS HAVE MADE WE CAN FURTHER IMPROVE THE QUALITY OF THE DEALERSHIP AND ALSO INCREASE THOSE GROSS DOLLARS AS WELL</p>