

Listed below are the items which you will need for your next classroom session, **Fixed Operations II.**

1. Bring a problem you have in your Service Department to be posted and discussed in class.
2. Bring examples of your dealership's newspaper/circular advertising and/or specials for Service. Also bring copies of actual ads from non-dealers and mass-merchandisers in your market. *Jiffy lube, oil stop ect*
- 3.* **Twenty-five (25) customer paid ROs (no warranty or internal)**, in sequence, and for a recent period in your service department, do not exclude quick-lube. Do not mix High-Line and Non-High-Line. These tickets must contain the labor price for each operation shown, the flat rate time used to determine the labor price, i.e., 1.5, .3, 2.7, etc., and the total labor cost for the ticket. You may have to go through 150-200 ROs to find 50 ROs with Customer Pay labor operations on them. **A repair order may have warranty, and/or internal, so long as there is at least one-line customer pay, then this R. O. is OK.**
4. **Three (3) hard copies**, corresponding with those ROs above, which show the actual time paid the technician, time punches, technician notes including estimates and multipoint inspections. These hard copies can be reproduced front and back if you wish. This is the document that the customer signed at time of write-up authorizing you to work on the vehicle.
5. **Pay plans for service managers and service advisors.**
6. Dealer and non-dealer surveys completed as explained in class.
7. The total number (just a number, nothing else) of new vehicles sold by your dealership in the last five years (excluding fleet). *Run statements for INCo*
8. A copy of any service menus which you use in your service drive. *(MOC service menu)*
9. *WIS report* Open RO Report (2 pages only) and exception/deviation report for parts and service. Run these reports for one (1) day only! Exception/deviation report information:

CDK: <u>Service</u> RO exception	<u>Parts</u> Report override
R&R: <u>Service</u> #3619	<u>Parts</u> #2542
UCS: <u>Service</u> Labor Analysis Report	<u>Parts</u> Parts Accounting Entries
10. **Number of technicians and their hourly pay, along with average pay for group. An Excel sheet would be best, so the data can be copied to the R. O. Analysis template.**
11. Total Labor Sales minus Total Labor Gross equals Labor Cost.
Labor Cost divided by Total Hours Sold equals Weighted Avg. Tech Cost. **[Redacted]**
11. Number of service bays/stalls.
12. Bring your monthly Apr. 1 / May financial statement. From your DMS please bring your customer pay effective labor rate.

Only 3 Full Copies