



Consulting and Training Packages

Fixed Operations Consulting and Training:

Service Process assessments are performed to review the current state of your service department, providing you an analysis of your departments work mix of customer pay repairs and maintenance versus its dependency on warranty. We'll evaluate all of your critical data measurements including all effective labor rates, technician efficiency - productivity-proficiency, hours per R.O., lines per R.O., parts to labor ratio, open RO's, facility utilization and advisor sales performance. We'll work with your staff to improve their customer handling techniques to maximize all customer pay sales opportunities increasing your dealerships absorption rate, customer satisfaction and owner loyalty. We will also work with you and your management staff to develop effective department forecasting methods to plan your department's future versus hoping for its success. Our team can also assist you with analyzing your current service department marketing strategies to improve your customer pay traffic count by utilizing innovative database mining opportunities.

Parts Management are geared to assist you with minimizing parts frozen capital through the review of your departments stock order criteria, special order parts delivery, lost sales tracking, wholesale to retail mix, pricing matrix and parts obsolescence. We will also work with your management staff to develop standards to maximize your gross profitability for shop, parts counter and wholesale opportunities by focusing on customer service delivery. Our staff will also help you improve your teams interaction with your service department to improve your technicians overall performance by minimizing wait time at the parts counter and overall tech idle time.

Fixed Operations Basic Evaluation Package: We have geared this package for dealerships wanting to have their Fixed Operations performance evaluated to identify profit improvement opportunities. It includes one 2-day on-site visit and follow-up analysis report.

- ✓ Onsite Evaluation of current fixed operation processes
- ✓ Advisor performance assessment
- ✓ Technician performance assessment
- ✓ Pay Plan reviews
- ✓ Marketing strategy review
- ✓ Financial data analysis
- ✓ Facility utilization analysis
- ✓ Special Order parts process review
- ✓ In the lane observation
- ✓ Web site review
- ✓ Data collection assessment
- ✓ Labor Type mix analysis
- ✓ Repair Order write-up review

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Please contact us for customized training and consulting pricing to fit your specific needs.



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Fixed Operations Team Building Workshop and Training Package: This package is for dealerships wanting to build a team focused on improving your client's service experience, improve owner loyalty and improve profitability in all departments. It includes a total of 7-days onsite: one 3-day launch workshop and two 2-day follow-up visits. Also included are two monthly phone mystery shop calls your advisors and monthly conference calls review call results plus prior month's performance. Requires completion of the Fixed Operations Basic Evaluation Package prior to implementing this package. Timeframe: Approximately 4 months start to finish.

- ✓ Onsite workshop includes all dealership departments covering
 - Why customers defect & Competition review
 - Self evaluation – Employee and Dealership
 - Department interaction, Conflict or Chemistry?
 - Customer expectations
 - Maintenance and Repair Cycle
 - Dealership needs assessment
 - Mystery shopping the competition
 - Advisor selling process
 - Measurement and accountability
 - Action plan development
- ✓ Introduction to Service – Setting the first service appointment
- ✓ Advisor Communications Skills training - Phone and In the lane skills
- ✓ Setting service appointments that show
- ✓ Service repair order quality write – up process
 - Vehicle walk around and Checklist introduction
 - Prioritizing customer concerns and data collection
 - Quality customer concern description for technicians
 - Checking for open recalls
 - Menu Selling
- ✓ Service repair order follow – up process
 - Communicating and updating the customer
 - Creating value – Selling required repairs and additional needed repairs
 - Meeting customer promise times
 - Repair Order review of work performed and charges
 - Handling the carryover
 - Special Order parts follow-up

Fixed Operations Management Training Package: We have geared this package for dealerships wanting to improve their fixed operations manager's ability to forecast and understand the importance of analyzing their department's performance to improve

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profitability and make wiser business decisions based on facts instead of hopes. It includes a total of 4-days onsite: one 2-day forecasting and analysis workshop and one 2-day follow-up consulting visit. This package also includes four monthly conference calls with fixed operations managers to review prior month's performance and next months forecast. Requires completion of the Fixed Operations Basic Evaluation Package prior to implementing this package. Timeframe: Approximately 4 months start to finish.

- ✓ Forecasting Labor and R.O. Parts Sales
- ✓ Analysis of technician efficiency, productivity and proficiency
- ✓ Shop loading and appointment setting by hours
- ✓ Repair Order Analysis and Reports review
- ✓ Labor Mix Analysis – Warranty vs. Customer Pay – Maintenance vs. Repair
- ✓ Marketing Opportunities - Mining the database
- ✓ Facility Performance analysis – effective use of the shop
- ✓ Staffing analysis
- ✓ Hours of operation analysis
- ✓ Parts to Labor sales analysis
- ✓ Parts management report review

Maintenance Training Packages:

Basic Maintenance Package: This package will help you successfully maintain continuous improvement within the skill sets and processes originally developed. It includes 8 days of onsite visits per year (2-days/Quarter), plus four hours of remote contact schedule, e-mail template & script review plus quarterly conference calls in-between visits to review performance and metrics.

Pro Maintenance Package: This package will help you successfully maintain continuous improvement within the skill sets and processes originally developed. It includes 12 days of onsite visits per year (Six 2-day visits) plus six hours of remote contact schedule, e-mail template & script review plus bi-monthly conference calls in-between visits to review performance and metrics.

Per Diem Consulting and Training Rates: You may also engage us on a per diem basis for the skill set of your choosing. Call us for a quote of our daily rate for on-site work including all expenses or on a plus travel expense basis.

*Note: Two-day minimum for all onsite visits.

Hourly Remote Consulting and Training Rates: You may also engage us on an hourly basis to maintain or modify your web-site, CRM tool schedules, e-mail templates, scripts, menus or any other scope of work which can be performed remotely. Call us for a quote for your particular needs.

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