

1. During the Webinar Bob asked the question, “What are you known for?”

Take a minute and discuss the following with your team:

If you were to overhear a customer talking to their friend about your shop, what would they say?

What needs to change for your shop to be known for quality?

2. During the Webinar Bob talked about your labor rate. Your labor rate should be within 15 percent of your local car dealership.

Call three local car dealers and find out what their posted labor rate is.

3. Bob recommends that your tech efficiency is at least 85% and that your recovery rate is as close to 100% as possible. As a team, look at your tech efficiency and recovery rate.

Where are you at for tech efficiency?

Where are you at for recovery rate?

4. What are your current check in procedures? Outline them.

What needs to be done differently?

What questions should you be asking at check in?