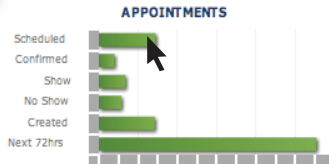


DealerSocket Sales Management - Best Practices



Beginning of Shift

Confirm Appts
Mgr Dashboard - Sales Console
5-10 Mins.



Review Lost Deals
Employee Dashboard
5-10 Mins.



Check Sales Team To-Dos
Employee Dashboard
10-15 Mins.



Middle of Shift

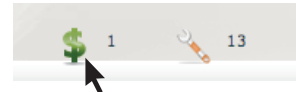
Monitor the Desk Log to verify and update customer information *5-10 Mins.*

Input Mgr. Initials Update Status Check Envelope for Email Check & Update Notes Check & Update Close Date

Review and track the metrics in Sales Console *5-10 Mins.*

PROSPECT PATCHES - LAST 20 TRADES

CNT	VEHICLE	MILES
40	Altima-4 Cyl. Sedan	13321
9	Altima-V6 Sedan 4D	146350
8	Murano-V6 Utility 4D	36025
3	CR-V-4 Cyl. Utility	47323
2	Tacoma Double Cab-	42409



TOP AGED VEHICLES

AGE	VEHICLE	STOCK#
339	2010 Toyota Cam	TT1234
339	2010 Toyota Aval	TT0002
339	2010 Toyota Pass	TT0003
339	2010 Toyota Matri	TT0004
339	2010 BMW 3 Serie	BB10002

Check Prospect Trades for Vehicle Interest

Click Bars on Phone Ups and Internet to see new prospects

Monitor Untouched Webleads

Check Top Aged Vehicles for Potential Buyers



End of Shift

Review Individual Performance in Sales Checkout *10-20 Mins.*

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	5	0	2	7	7	0	1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	7	0	2	26	24	4	1
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	4	1	2	16	15	2	3

Grade and Communicate Performance based on:

- ☒ All To-Dos Completed
- ☒ All New Prospects Entered in DealerSocket
- ☐ All Appointments Scheduled in DealerSocket
- ☐ Made Sufficient Amount of Outbound Calls and Emails



Weekly Tasks

Review Email Capture Rate Report *10-20 Mins.*

Ross Miller	5	3	60%
Sam Rizek	17	2	18%

Click Numbers to See Details
Verify Emails logged are valid

Review Sales Activity Report

Chris McGeachie	14	80	24	408	370
Josh Gayman	14	59	13	283	106

Review New Prospects, Unsold Prospects, Open Calls, Completed Calls, Appointments, and Sold Units.