
GROUP 600 PHOENIX, AZ
EXECUTIVE SESSION
JANUARY 11-13, 2021

Best Idea Review from ZOOM CALL - OCTOBER, 2020

Moore Tires – Bi-Annual Store Visits – Based on the DSP “Store Visit Platform”, they have instituted a bi-annual store visit between stores which includes: 20 Group style of store visit format ◦ Breaking managers into teams ◦ Stores creates Action Lists ◦ Plan to do twice per year in addition to traditional store manager meetings.

Moore Tires

1. After listening to Bridgestone’s November 18th Consumer Meeting Live Stream,
 - A. My opinion, Affiliated Dealer Program will be renamed in next 3 years and us independent dealers will be forced to get delivery from the “Band of Brothers” Big 8 Vendors. X
 - B. Bridgestone will become 100% transactional with independents, not relational. X
 - C. 4 of 6 top executive speakers had heavy foreign accents, which is not a prejudice statement, but gives me the feeling they will not stick around and will be making short term decisions. X
 - D. Your thoughts? X
2. Old subject, new data: Our companywide 2020 12-month total credit card transactions cost was \$125,000. We averaged 2.53% for EVERY SINGLE CARD TRANSACTION (includes 99 different types of fees, adjustments, expenses, tiered pricing, bank charges). X
3. Anything new out there to reduce this cost? Are any dealers charging the customer a “Convenience Fee”? X
4. What % 2021 sales increase did you set for your store’s budgets? X
5. When are we posting our PPP funds in DSP600 numbers? X
6. What is your out the door price for pads/rotors/labor on a 2012 Chevy Impala? What is your cost on parts? Labor?
7. Has anyone used a 360 camera for their virtual meetings? Looking to purchase one in the near future and we would like to hear the success and horror stories.

Big Chief Tire

8. Can we discuss employee retention? How do you measure success in terms of turnover? Do you feel like your organization is successful in this area? X
9. Has anyone had success with some sort of financial management/education with their team. I feel like so many of our employee challenges come from poor financial decisions they make. The employee's mind sight is so often "I just don't make enough money", but often times income is not even part of the problem. Thoughts? X

Bruce's Tire & Auto Service

10. Do any members have a policy for time-based performance reviews that they feel have been successful? For example, quarterly or annual reviews for all employees? Who conducts the reviews? X
11. I love the concept of a company "playbook". It has been a task that I have put off, as it seems like it would take a lot of time to create. Would anyone be willing to share theirs? Any first steps you would recommend if you were starting a company playbook again? X
12. What process are other members using to track comebacks? X

Chabill's Tire & Auto Service

13. Do you plan to make any changes in your business due to the current political climate?
14. What information have you heard about the tariffs and how are they going to affect your buying decisions in 2021.
15. How do you manage consistent adherence to policies among multiple stores? Things like tardiness, availability, safety glasses, taking lunches, vaping/smoking in the shop, etc. X
16. How are you handling COVID pay post 2020 for employees who need to be quarantined or that have COVID? X
17. Do you plan to pass all tire price increases on to customers? How have you noticed pricing has changed in the market since the price increases from most major manufacturers have been announced? Especially those products that aren't MAP protected online. X
18. It seems that most tire dealers had a strong tire unit sales year in 2020. Do you expect that trend to continue into 2021? Why or Why not?

Thomas Tire & Automotive

19. Is anyone doing Pre & post scans on all vehicles? X
20. DVI's who is doing them and to what extent and are you or have you had connectivity issues? What devices are you using? Do you allow your techs to use their phones? Pros/cons to that? Which system do you use? We use AutoTextME. X
21. Shop heaters, does anyone control them from corp/central location? X