
GROUP 700 – KONA, HI
EXECUTIVE DISCUSSION
JANUARY 2020

*****Winner (tie)*******

Your employees are humans too. We tend to look at our employees as a necessary evil. If we think of them positively, it will pay you dividends. **Paul Palta.**

Premier Choice health insurance. You choose the level of insurance you want and select how many sick visits you predict and things like that. Our monthly premium for family of 5 is \$719/month. It is a part of United Health Care. They pay a portion of the bill and negotiate payments down. You can also speak to Dr's via "callmd" website which allows you to facetime Dr and they immediately phone in a script and doesn't take time and money to go to Dr. **Susan and Steven Moss.**

Bill Roper

1. "What do members do when a customer wants their parts installed? Decline? Make price unacceptable? View as worthwhile regardless of profit margin?" (Boise) X
2. Recently OpenBay was presented to dealers. OpenBay asks for a fee of 10% of the repair invoice. Does this mean if my net is 10% that the transaction would be profitless?" (Boise) x

Sonia & Drew

3. We are considering changing our hours from 5 days a week, 8-5 and being open one Saturday a month from 8 till noon, to 5 days a week 7 to 7, closed on Saturdays. Having the guys work four 10-hour days. When we brought this up at our meeting, they were all over this. We would have to hire another tire tech and there would be additional costs of uniforms, insurance, etc. However, I think the moral of the crew would increase and, perhaps, productivity. Has anyone made this change lately? Pros & Cons? Another concern is lunch hour. We currently give everyone 1 hour for lunch. When time permits, they also get a mid-morning and afternoon break (mostly for smokers). Considering changing to 30 minutes and two 15 for everyone because of the laws. What does everyone else do? (Boise) X

Nick Lenhart

4. Currently my service advisor is paid off of sales and GP, every time I raise my labor rate, he gets a raise. How can I fix this, or should I even worry about it? (Boise) x
5. I'd like to follow up on what Brad Goff asked about getting audited and what you can and can't get away with for example using a side by side as a write-off? (Boise) x

Harry Boyajian

6. Considering the buyouts in the industry that are happening, what impact have we felt and what should we be prepared for? (Boise) X
7. How do multi stores decide G&A numbers? percentage? flat amount? (Boise) x

Ryan Goff

8. Health insurance what is everyone doing? Is it a competitive advantage if you have it? (Boise)x

Cody Downes

Can we talk about the possibility that the decline in car count is leading to the rise in ARO because the vehicles are more neglected? I have noticed we have sold far more calipers and brake hoses because they have run the brakes metal to metal and the calipers will not retract. It's just a thought, but I personally called 3 caliper jobs on vehicles last Friday before I left. x

9. I have just taken steps to get our PA Dealer License. The process has gone through, and I am selling our first car Thursday when I get back. I could not make the license go through by starting a new company. I had to use the existing Murrysville Auto Clinic. In reporting to the group should I add in the profits and expenses from selling vehicle's as Lenhart does with towing. Or should I leave that out. I think leaving it out would give a clearer view of the shop, but I am going to fix the vehicle's through the shop at cost. What's the groups opinion on how I should report. (Boise) X

Guido, Gary & Darrin

10. Free Flat repair to all customers who purchased tires vs Free Flat repair to customers who purchased the TPP. (Boise) x

Jeff Tucker

11. Maybe not executive but time needs to be spent on data reporting and entry, it has always been confusing and if everyone is not putting it in the same, it's not an apple to apple comparison. (Boise) x

Brad Griffin

12. How to begin to dig out of a poor/ nonexistent culture? Do we spiff them to do every little thing to keep from having to yell? At what point does the store manager have to be responsible for this and how to properly train them to be an advocate. (Boise) x
13. Our pay plans are about to change to be majority hourly vs salary as our “managers” are currently paid. I am hiring and firing so they aren’t currently fitting the “Executive exemption.” Are there any non-California members with a good pay plan in place? (Boise) X
14. We have a store that does a lot of state inspections and tire repairs which has driven down sales/ro. The price of a state inspection is mandated, and we are charging for repairs where other shops aren’t, but I feel that we aren’t able to realize higher profits because it’s hard to push inspections or tire repairs away to make room for more profitable services in a 4-bay store. (Boise) X

Steven and Susan

15. How should we pay, weekly or bi-weekly? (Boise) x