

Sales Department Checklist

- Review employment files of current associates & conduct a brief interview with each
- Review production numbers of all associates for the last 90 days
- Review associate turnover rate for the last year
- Review each associate pay plan & work schedule
- Review sales procedure and F&I turnover procedure
- Review phone procedure (including receptionist competency level)
- Review traffic logs for the last year
- Review CSI scores for the last year
- Review the advertising efforts over the last six months
- Review any promotions over the last six months
- Review display and merchandising of product line
- Review the age and condition of the used car inventory
- Review the condition and presentation of showroom and customer facilities
- Review accessories display
- Review sales associate's offices for usefulness and presentation
- Review overall sales dept. expense structure
- Review inventory aging schedules (new & used)
- Review inventory control procedures
- Review vehicle receivables schedule (including factory)

○ = first day

□ = second day

Human resources first, then physical resources