

# DMM TAB

## The Steps for Holding a Fast and Effective Management Meeting

### 1. The First Tab is APB's Daily Management Meeting:

This Tab is for Printing while all others are Interactive. We should print one copy of the meeting material for the meeting moderator.

### 2. Follow-Up Assignments:

The next item that is very important is our manager follow-up assignments. We must go to the drop down and assign a manager to each follow-up call.

### 3. Daily Follow-Up:

We then progress to our daily follow-up, making sure we first go back to yesterdays date to see what was completed and what is left that was not completed. We can click on the details to refresh ourselves. When calls are made we click on the red phone and enter our comments and the next contact date or appointment. We should never put this task off. We need to make sure we continue to ask for referrals from our sold customer base as we contact them.

### 4. The Appointment Log:

The Appointment Log is the next step in our meeting format. We must also discuss the results of yesterday's manager follow-up calls which should already have been added to this log. We should look at all Pending Appointments and make the appropriate changes such as Showed, No Show, Recontact, Sold or Rescheduled.

### 5. Delivery Log: Moderated By Finance Manager

What is the status of our Deliveries. We should be changing the status and entering a Delivery date when appropriate and when the vehicle is delivered we should be entering the delivered gross. Looking at what we have for Deliveries daily we make sure nothing falls through the cracks. If it's not scheduled determine why not, and if there is a problem what is it and who is responsible for resolving it. We now are aware of how many undelivered dollars are sitting out there.

### 6. Gross Control Log:

The next step is the Gross Control Log. We should be looking for positive and negative trends. What is our average per unit and are we on track from what we projected in per unit. How much Total Vehicle Gross has been generated MTD?

### 7. The Green Log:

Now the Green Log as you can see the right hand side of your Green Log is now highlighted in yellow. The question is are we on track with our Projections? We need to force ourselves to look the right side of the Log and recognize where we are per day. What was our Projection and what is our difference?

### 7a. Total Green Log Review (Monday)

This is a complete in depth review looking at each salesperson and assigning Training and Counseling.

### 8. The Today Folder:

- Now examine the Today Folder by looking at all paperwork for completeness.
- Are all Desk Managers following the proper Dollar Drops for speed and consistency?
- This will help our salespeople become more proficient in presenting the desks figures.
- Is our sales team writing the words Customer Offer and Partial Payment Of?
- Have we capitalized on each and every opportunity?
- Let's make the proper corrections.