

F&I Witness Detailed Report

Report generated 07/01/2005 10:21 AM by General Manager

ABC Honda Mazda



Manager Name: Smith, John (john_smith)

Customer Name	Stock #	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Compliance Rating™
BECK, JEFF	1255577	N	Y (00:00:08)	Y (00:00:14)	Y (00:09:32)	Y (00:02:12)	Y (00:02:47)	83%
MCKENZIE, PATRICK	1250056	N	Y (00:00:03)	Y (00:00:19)	Y (00:06:20)	Y (00:00:27)	Y (00:00:24)	83%
JONES, BRUCE	1255638	N	Y (00:00:03)	Y (00:00:15)	Y (00:08:04)	Y (00:08:58)	Y (00:00:22)	83%
SMITH, BRIAN	1255394	N	Y (00:00:04)	Y (00:00:10)	Y (00:08:15)	Y (00:00:19)	Y (00:00:17)	83%
JACOBSON, BUD	1250056A	Y (00:05:24)	Y (00:00:04)	Y (00:00:15)	Y (00:13:34)	Y (00:00:45)	Y (00:00:21)	100%
Total Transactions: 5		1 (20%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	5 (100%)	87%
Overall Compliance Rating™: 87%								

Manager Name: Jones, Linda (linda_jones)

Customer Name	Stock #	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Compliance Rating™
HARDY, STEVEN	1255589	Y (00:00:20)	Y (00:00:35)	Y (00:01:18)	Y (00:07:51)	Y (00:00:56)	Y (00:00:56)	100%
MASON, LISA	1255042	N	Y (00:00:01)	Y (00:00:15)	Y (00:07:55)	Y (00:06:49)	Y (00:06:46)	83%
WASHINGTON, TIM	1255108	N	Y (00:00:03)	Y (00:00:35)	Y (00:06:26)	Y (00:00:27)	Y (00:00:26)	83%
RICHARD, ROB	1255481	N	Y (00:00:04)	Y (00:00:30)	Y (00:08:44)	Y (00:04:53)	Y (00:04:51)	83%
NELSON, KRISTINE	12705730	N	N	Y (00:00:11)	Y (00:09:53)	N	Y (00:03:24)	50%
Total Transactions: 5		1 (20%)	4 (80%)	5 (100%)	5 (100%)	4 (80%)	5 (100%)	80%
Overall Compliance Rating™: 80%								

Manager Name: Dave (dave)

Customer Name	Stock #	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Compliance Rating™
BROWN,	1255472	N	N	N	N	N	N	0%
SMITH,	12706330	N	N	N	N	N	N	0%
JOHNSON,	12706283	N	N	N	N	N	N	0%
JACKSON,	1245060	N	N	N	N	N	N	0%
PARK,	12705444	N	N	N	N	N	N	0%
Total Transactions: 5		0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0%
Overall Compliance Rating™: 0%								

Location Totals: ABC Honda Mazda

	Question 1	Question 2	Question 3	Question 4	Question 5	Question 6	Compliance Rating™
Total Transactions: 15	2 (13%)	9 (60%)	10 (67%)	10 (67%)	9 (60%)	10 (67%)	56%
Overall Compliance Rating™: 56%							

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|------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| 1. Did the finance manager greet the customer(s) by name?? | 4. Did the finance manager present a menu generated with SmartMenu? |
| 2. Did the finance manager perform a full disclosure of the audio/video recording? | 5. Were the customers in view during the disclosure? |
| 3. Did the finance manager present a SmartTrac presentation? | 6. Did the finance manager review the CSI Survey with the customer(s)? |