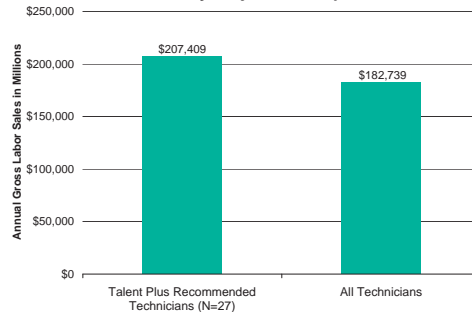


A car manufacturer offers a 16-week intensive technical training program designed to produce qualified entry-level service technicians. The goal of creating a source of entry-level technicians has been achieved – nearly 26 percent of service technicians currently employed by this client company have been identified and trained through this program.

Talent Plus<sup>®</sup> has studied these top technicians and created a proprietary interview process with the sole purpose of finding more just like them. In studying these talented individuals, startling differences between the top and contrast performers have been found.

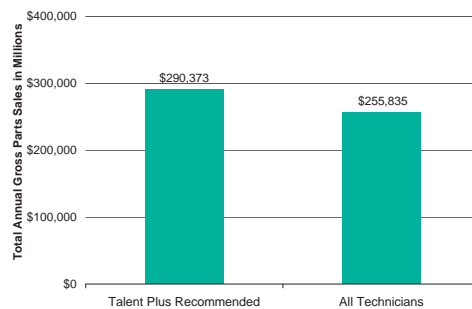
## GROSS LABOR SALES

Talent Plus recommended technicians had an efficiency percentage of 129.5, while the average technician efficiency is just 116 percent.



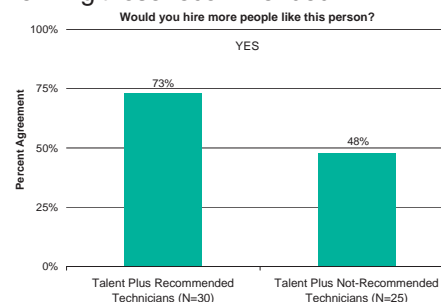
## GROSS PARTS SALES

The increase in efficiency of Talent Plus recommended technicians also results in higher gross parts sales. In fact, Talent Plus recommended technicians demonstrated an increase in gross parts sales.



## BENCHMARK STUDY ASSUMPTIONS

Talent is a person's capacity to achieve near-perfect performance. Hiring based on talent results in better, happier workers and lower turnover, greater productivity and a healthier bottom line. When service managers were asked "Would you hire more people like this person?" the responses for support of those technicians recommended by Talent Plus versus those not recommended were nearly two to one in favor of rehiring those recommended.



This program is unlike anything in the auto industry today for attracting and sourcing top technicians. In the future, the net to the bottom line could be as high as \$1 million from a group of talented technicians working in a client dealership. As selecting for talent and training continue, imagine how this will impact future sales and service. This client is making a commitment to be at the forefront of the industry by selecting, educating and providing a work force that excels to the highest level of customer service.