

SEPTEMBER

THE BDC BULLETIN

WELCOME TO FALL!

The Subaru and Infiniti BDC answered a total of 5,557 calls this month and scheduled 1,348 appointments. Almost everyone exceeded a 90% attendance rate at our scheduled appointments this month! We also welcomed our new service receptionist, Nicole!

Rave Reviews

★★★★★

"Austin subaru has the best customer service in the whole town. Excellent!"

"This was one of the best experiences I've had at a service department from a dealership. We will be back!"

"Everyone at Austin Subaru was excellent. The check in girl was great as was the service representative and even the guy at the snack bar."

Special Days

- September 4 - Labor Day
- September 5 - Larry's Birthday
- September 9 - Chrisha's Birthday
- September 26 - Nicole's Hire Day!
- September 27 - BDC Huddle
- September 30 - Sara's Birthday

Introducing Nicole

Birthday: **August 4th**

What three fictional characters make up your personality?

Rory Gilmore, Jess (from New Girl), and Hello Kitty!

What's something you've never tried but you think you'd be really good at?

Being a teacher.

If you could create your perfect musical festival, with anyone from any time period, who would be the three headliners?

Lana del Rey, Tame Impala, and Frank Ocean.

What is your proudest accomplishment?

Being a first generation college student.

Coffee or Tea? Books or Movies? Sweet or Salty? Summer or Winter? Hiking or sunbathing? Night owl or early riser?

Coffee, Movies, Salty, Winter, Sunbathing, Night owl

Birthday Spotlight



Larry: September 5th

What is your favorite dessert?

Cakes

What is your go-to karaoke song?

When the Party's Over by Billie Eilish

What is something you learned about yourself this past year?

I learned that I am capable of working for long periods of time, and hard work at that. I never pushed myself to work for long periods of time, but I am able to do it!

What is your favorite dessert?

Crème brûlée

What is your go-to karaoke song?

I Have Nothing by Whitney Houston

If you could go back and re-live one year in your life, which age would you choose and why?

I would go back and re-live my 5th grade year. That year was so fun. I was always out doing stuff with my friends, trying new places to eat, and just enjoying time with my friends - like singing at the top of our lungs to Taylor Swift songs while my mom drove us to the park.



Chrisha: September 9th

What is your favorite dessert?

Key Lime Pie

What is your go-to karaoke song?

Livin' on a Prayer by Bon Jovi

What was your rose and thorn of this past year in your life?

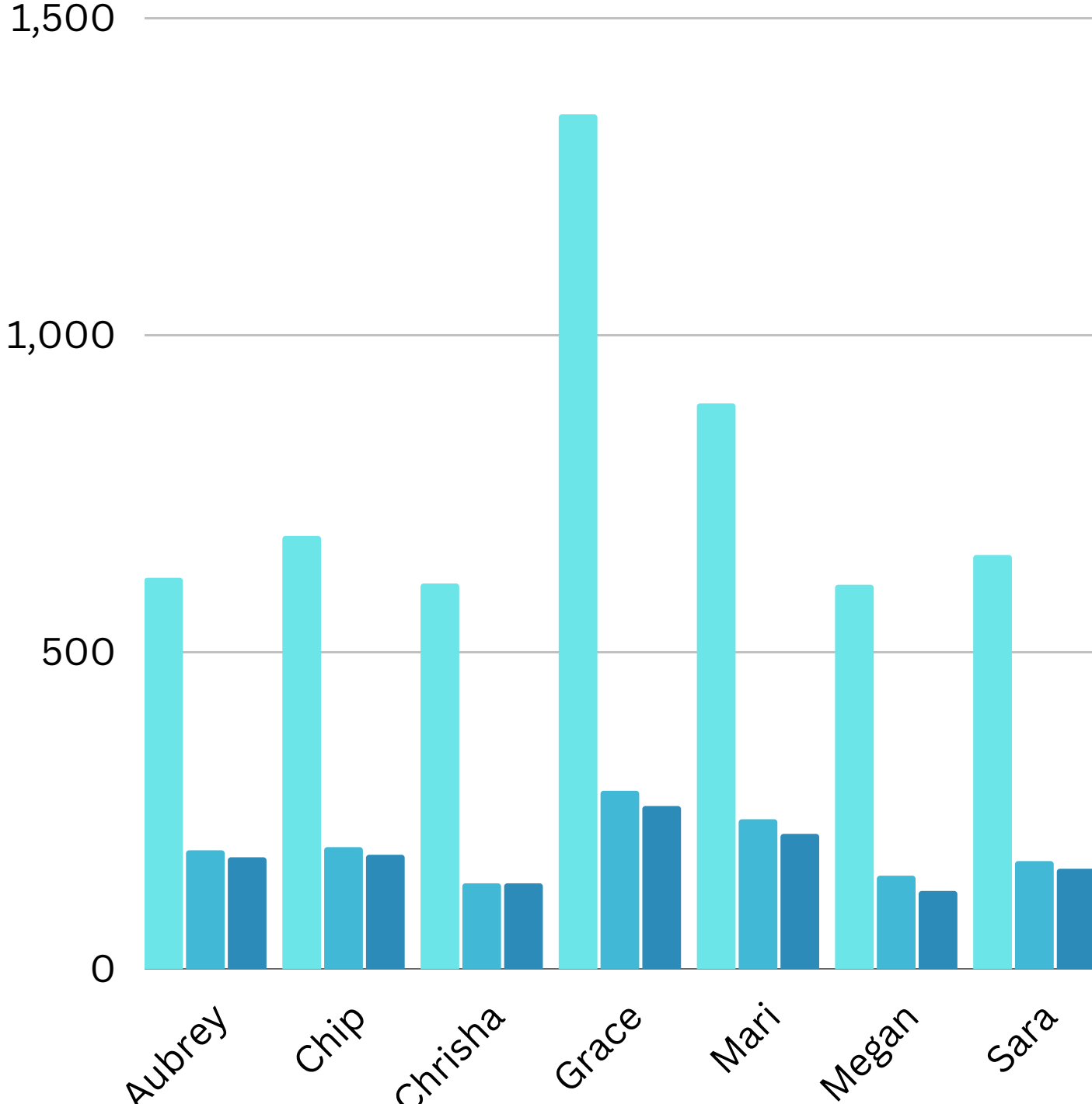
The best thing was getting to spend time with my family. I wasn't able to see them for almost four years! The worst thing was dealing with Snow-pocalypse! I didn't have heat or water for almost a week.



Sara: September 30th

September Stats

■ Calls ■ Appointments Made ■ Appointments Shown



Most Calls: **GRACE!**

Most Appointments Made: **GRACE!**

Best Appointments Shown Percentage: **CHRISHA!**

Shortest Talk Time: **MEGAN!**

Most Chats Accepted: **CHIP!**

Looking forward

There are exciting things coming up for the BDC! The second round of renovations will take place on Sunday, October 8. Remember to clean out your work stations beforehand!

"In every day, there are 1,440 minutes. That means we have 1,440 daily opportunities to make a positive impact." — Les Brown

In October, we're focusing on positivity and kindness. Every day we have the opportunity to give someone a positive experience, customers and co-workers alike. Make the most of it!

Here's to a spooky season!