

David Berlusconi

From: David Berlusconi
Sent: Thursday, 6 June 2019 9:54 AM
To: Chris Williams
Subject: RE: John Hughes

Hi Chris,

Yes it's basically a performance issue but not serious enough to warrant dismissal at this stage as it's a first offence (at least on his HR records). However it is more serious than I actually thought when we spoke yesterday.

My first thoughts were a letter of concern but now I am thinking a formal warning is warranted. His HR record is clean and he has been with us for around 9 months. However he has basically sent a customer away which is pretty serious thing considering his role.

I think the safer way to tackle this is have a chat to him today and tell him HR is asking questions on this issue and I will be organising a formal meeting with him to discuss these allegations next week including, his future employment. Also mention although he will be given every opportunity to respond to the allegations before a decision is made (as it's only an allegation) you as DP, need to know if this job is what he wants to do. He may turn around to you in confidence and simply say he wants to look for other work over the weekend in which case, I can delay the meeting and not taint his HR record.

Monday is a public holiday and I can reorganise my Tuesday to get there and have the investigatory/disciplinary meeting with him then.

How does that sound?

Regards.

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From: Chris Williams
Sent: Wednesday, 5 June 2019 5:47 PM
To: David Berlusconi
Cc: Michael Clements
Subject: John Hughes

Hi David

As briefly mentioned on the phone we had an issue with John last Saturday.

This has only been brought to my attention today as Luke has been on rostered days off Monday and Tuesday.

In brief John has had a Salesperson call in sick Saturday. John at the best of times is not overly productive – I am not sure if John is able to complete a contract or put a deal together if found in a position where he needed to. Due to this I believe John would have looked for any reason to hide from & delay any customer interaction or deals being completed on this day.

On Saturday afternoon at 4.00pm we have had a customer visit the yard. This customer had been to City Ford Alexandria earlier in the day looking at an Escape Trend though ideally wanted a Titanium which we have on the yard.

Luke [Business Manager] watched this customer and his wife wander the yard for at least 15 minutes whilst John observed from inside cussing the customer for closing and not re-opening the tailgates of the cars they inspected. At no time did John approach the customers on the yard.

A short time later the customer has entered the showroom to enquire on the Escape Titanium. Luke has met the customer as they entered before returning to used cars to grab John and introduce him to the customer. Luke has explained what car the customer is interested in, that they have been to City Ford and spoken with Sam Hanuman and were given a \$12,000 trade in appraisal on their existing car. To this John has responded “ we do not have a Valuer here today, tell them to come back tomorrow’. [John is our Valuer]. Luke has stated that he will not pass that message on and that John should speak to the customer himself.

John has approached the customer and again asked them to come back tomorrow. At this time the customer has asked for a ball park figure on their existing vehicle which was parked on the street. John made no effort to inspect the vehicle, complete a proper valuation on the vehicle or even grab the customers details. John has looked at the car parked on the street and advised it was worth about \$5k. [This is the same car that Sam had valued at \$12k earlier the same day].

We have since spoken to Sam who has advised the car was at least \$9k all day. Although the low trade in valuation the customer has indicated that they would still like to sort something out to which John has again insisted only if they come back tomorrow.

The customer clearly fed up at this time has advised they will have to keep looking and buy a car elsewhere to which John has responded “if that’s what you want to do off you go”.

It should be noted that John was rostered off Sunday and was never going to be here when continually telling the customer that they would need to come back tomorrow.

Whilst digging today a number of other staff have come forward and mentioned similar customer treatment and a large number of customer complaints about John and his actions.

I am reaching out to you before I speak with John. I believe this is dismissal though open to your counsel.

Chris Williams
Dealer Principal

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