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FW: Finance and Ford NEW and USED

John Austin

Sent: Saturday, 21 March 2020 4:35 PM

To: Michael Clements

Cc: David Berlusconi

Attachments: ; ;

Michael,

Everyone has more important things to be worrying about, but you can see from this email chain, the relationship between Luke and myself has reached a new low and his next step is to come to you anyway.

His email of yesterday has really come out of nowhere. A couple of issues have seemed to wind him up and he has raised these in the email. However, I am in no doubt that some of his comments were personal attacks on myself or my management style, which I believe rightly, were offensive.

In my response I certainly tried not to retaliate but rather defend (vigorously) and/or explain. My closing line was meant to just ask him to calm down and not be so provocative in his correspondence to me. Most other DP's faced with this email probably would have dropped kick the employee out the dealership.

You can see from his further response today and text messages sent today he hasn't taken this well.

While our relationship has at times been tumultuous, I actually thought before yesterday we were in a good place and ready to move forward with Mick in situ in Used Cars. It seems I was mistaken.

Luke is off Monday, but I am happy to discuss individually or as a group as you or David see fit.

P.S. Questions I would like to ask but don't want to be "enabling excuses". With the Haris deal. It is clear from Belinda's texts that she had been asked to call the customer. Did she? She also mentions that "I think he's the first one on the list of things that still needed to be done". So that would make me think that there was a note for Luke to follow up. Did he?

Regards

John Austin

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From: Luke McClelland

Sent: Saturday, 21 March 2020 11:11 AM

To: John Austin

Subject: RE: Finance and Ford NEW and USED

Hi John,

Yes I was in that meeting and from that meeting NOTHING has changed.

Oh and the Surprise meeting with David Clune where everyone rolled their eyes? Is that the meeting we are referring too?

The result of that meeting was NOTHING changed.

As for Haris's deal why is this the first time I am hearing about this? Why was this not raised with me on Tuesday by Haris?

I find a comment like that would not have been let go by Haris but its only brought up now ive questioned why ive not been included.

You will get a screen shot from Belinda's version of the conversation where she admits this but it was all in Gest. So Haris is yet again clutching at straws to cover him working against us.
On the other point this deal was given to me as a phone deal in October and was told by Haris the customer had the money for this purchase and didn't need finance.

As for Cons deal,

The one where he got Edwin to do paperwork and leave the deal on my desk and send me an email saying don't know how he is paying.

I actually forwarded you that email regarding that deal. When I processed the deposit the card decline I tried again to phone the customer with no luck.

Yesterday morning Con came to me and told me he had spoken to the customer and the customer told him he had put more money in his account.

Or just run the card for \$500.00 – Like really.

When I finally got the customer on the phone his limit is actually \$500.00 and the conversation with Con never happened.

When staff ask me to commit Fraud I do not take it lightly.

I feel you are enabling the excuses of these sales people and its just not conducive of good business.

If the issues I raised with you were only affecting me then I would look at the situation a little differently to see how maybe I may not be doing this right but when other members on this team are treated the same by both departments then its clearly not just an issue with Finance.

If raising my concerns with you is considered "targeting the DP" then going forward Ill raise my concerns with Michael Clements.

Thank you

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From: John Austin
Sent: Friday, 20 March 2020 6:21 PM
To: Luke McClelland
Subject: RE: Finance and Ford NEW and USED

Sorry Luke.

I understand the level of frustration.

But...were you not in the meeting last Friday? Did I not raise all of these items?

Please ask Jason how many times this month I have asked him to address Finance in Used Cars. Do you actually keep a record of how many conversations I have with the managers in regards to Finance (or Aftermarket for that matter)?

Were you not also included in a "surprise" meeting with all sales staff where I had David Clune facilitate a Finance conversation.

I think it is a bit rich to claim that "my manager doesn't address the problems".

Having said that, you have asked me to address these raised issues with the teams which I have done (and I actually do almost every time an issue is raised). It won't surprise you that the stories are slightly different. The Jason Khoury deal has a receipt prepared by you and "Cash" in your writing written on the deal. On

Monday when Haris was made aware that finance was still pending, he contacted Belinda asking her to call the customer. Her response was "he is a leb. He will have his own broker." I have also spoken to Con and Jason about the Bird deal. The claim here is that they have been trying to contact you to discuss and that you ignore their calls. Con has asked the customer if he requires to talk to someone in Finance and the customer declined. Hopefully this is fixed once Mick is on board and located in Used Cars.

I am choosing not to respond to some of the more inflammatory comments made.

We are in some stressed times at the moment and everyone is concerned for their own well-being. So please try to remain calm before going on the attack (especially when you target the DP).

Regards

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From: Luke McClelland
Sent: Friday, 20 March 2020 12:33 PM
To: John Austin
Subject: Finance and Ford NEW and USED

Good Morning John,

So we are back at the point where Ford New Cars and Ford Used cars are going out of there way not only to keep Finance out of Deals but also aftermarket.

The end result is your bottom line but this also drastically effects my income.

At the end of 2019 you implemented a system where all staff would have to sell 10 cars and with 3 finance included this threat was never followed through with and we are now back at square one.

Two examples – Jason Khoury – Mustang R Spec – Haris – yesterday asked Stephanie to hold off contacting the customer as he needed time to arrange his finance.

The car was a phone deposit in October

Never has Haris advised me that this would be finance ever.

Connah Bird – Used car – Con – Customer is obtaining finance through a personal loan.
Customer advised Stephanie of this openly but Con didn't know how he was paying?

The customers credit card has declined yesterday and I have been unable to reach the customer. Con has this morning been through my office and taken the deal out and left me a note asking me to just try \$500.00 without the customers permission.

Ive left messages for the customer to call me back but I have not got him as yet.

Im done with the excuses and I am not going to be made accountable for a result when my manager doesnt address the problems when others in the business purposely working against me and the business.

I am putting this in writing this time as last time I brought this to your attention I told you I would let the numbers do the talking and I got accused of purposely not making money which is absolutely untrue.

So I now put this in writing for you to formally address with the teams and their managers.

Thank you

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