

## David Berlusconi

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**From:** David Berlusconi  
**Sent:** Thursday, 17 January 2019 2:32 PM  
**To:** Steven Blakeborough  
**Cc:** Chris Williams  
**Subject:** Barry R  
**Attachments:** Employee File Note - Barry Rossiter - 17.01.19.pdf

Hi Steven

Can you please have a read of this and add anything I may have missed. Also If you believe I am in error in my notes, please let me know so I can take another look.

If you are happy with it, please sign and print your name, scan and email back.

Regards.

David Berlusconi  
Human Resources Manager  
**Australian Automotive Group Pty Limited**  
60 O'Riordan Street, Alexandria  
NSW, 2015, Australia  
**P** | +61 2 9332 8167 **F** | +61 2 9360 5375  
**M** | +61 417 293 398 **E** | [dberlusconi@aag.com.au](mailto:dberlusconi@aag.com.au)

GENERAL	
Date file was written: 17.01.19	Site Location: New Car Sales Manager Office (Titan Ford)
Employee Name: Barry Rossiter	Completed By: David Berlusconi
Support Person: None	Attendees : Steven Blakeborough

SUBJECT OF FILE NOTE			
<input type="checkbox"/> Absenteeism	<input checked="" type="checkbox"/> Misconduct	<input type="checkbox"/> Attitude	<input type="checkbox"/> Security Breach
<input type="checkbox"/> Policy/Procedure and/or Breach	<input type="checkbox"/> Grooming	<input type="checkbox"/> Welfare	<input checked="" type="checkbox"/> Other - Performance Discussion

MANAGER/SUPERVISOR NOTES						
<p>David met with Barry and Steven in Steven's office at 9.15am on 17.01.19 regarding a request to attend a disciplinary meeting that was emailed to Barry, a few days earlier.</p> <p>David waited in Steven's office and Steven got Barry. When they both arrived David thanked everyone for attending and asked if Barry knew why the meeting was convened and whether he received the letter I had emailed him a few days earlier, requesting his attendance. Barry replied saying no and he did not yet read my email.</p> <p>David then said to Barry that the meeting was a disciplinary one in nature and related to his sales performance over December. David then said to Barry he was required to give Barry at least 24 hours' notice prior to the meeting, outlining the allegations and afford him the opportunity to have a support person. Barry became hostile and said he wanted to know what the exact nature of the allegations were about first.</p> <p>David said we will get that in a moment but replied asking Barry if he wanted to postpone the meeting or get a support person. David then said alternatively the meeting can be held tomorrow and it would not be a problem. Barry said no he wished to have it now and not worry about a support person. Barry then said next time he will bring his lawyer to the meeting.</p> <p>David said to Barry words to the effect of:</p> <p style="padding-left: 40px;">OK, let's continue then. The first allegation was in regards to you not calling back all customers on AutoGate as requested during December. The second was not following your manager's instructions when requested to do so regarding contacting those customers and the third is falling well short of you KPI for December which are 15 cars delivered and Targets of 12.</p> <p>Barry replied saying words the effect of:</p> <p style="padding-left: 40px;">That is bullshit. I have called back everyone I remember speaking to Steven a few times and I call everyone back when I am supposed to and the KPI's you mentioned are bloody stupid KPI's and idiotic benchmarks. Look at the other salespeople on the whiteboard so you can see. None of them meet those KPI's so are you going to have this same meeting with them?</p> <p>David replied with words to the effect of:</p> <p>The meeting today has been convened to give you the opportunity today to respond and if that is your response, then I will take note of that.</p> <p>Barry then became hostile towards David indicating the meeting was rubbish I should look be looking at other staff rather and getting the facts straight before having a disciplinary meeting.</p> <p>David then replied with words to the effect of:</p> <p style="padding-left: 40px;">Well, you have been given the opportunity to respond and if there are no other questions or anything else to add, then let's finish up.</p> <p>Barry stood up and stormed out of the room. The meeting was closed at approximately 9.23 am.</p>						
SIGN OFF						
<table border="0" style="width: 100%;"> <tr> <td style="width: 20%;">New Vehicle Sales Manager</td> <td style="width: 60%;">Name and Signature:</td> <td style="width: 20%; text-align: center;"> </td> </tr> <tr> <td>Human Resources Manager</td> <td>Name and Signature:</td> <td style="text-align: center;"> </td> </tr> </table>	New Vehicle Sales Manager	Name and Signature:		Human Resources Manager	Name and Signature:	
New Vehicle Sales Manager	Name and Signature:					
Human Resources Manager	Name and Signature:					
Today's Date						

Tuesday, 15 January 2019

Mr Barry Rossiter  
9/536 Sydney Road  
SEAFORTH, NSW, 2092  
DELIVERED BY EMAIL:

Dear Barry

RE: Request to attend disciplinary meeting

The purpose of this letter is to formally advise you that allegations of poor workplace performance and misconduct have recently been brought to our attention.

During the month of December 2018, your manager conducted a review of the established sales processes and systems at Titan Ford. Upon this review, it has been alleged that:

- You failed to contact potential customers within the Auto Gate system which is a requirement of your job.
- You failed to follow management's directions in regards to contacting potential customers within the Auto Gate system.
- You fell well short of your key performance indicators

If proven, this misconduct may result in a written warning, a final written warning or the termination of your employment.

Prior to any decision being made, and to enable a full and detailed investigation of this matter, we request your attendance at a disciplinary meeting which has been specifically convened to provide a suitable opportunity for you to respond to these allegations.

This disciplinary meeting is to be conducted at 9.00 am on Thursday 17 January at the Sales Managers office at Titan Ford.

You are expected to make every effort to attend this meeting and are placed on notice that the Company reserves the right to make a determination in your absence if you fail to attend this meeting for whatever reason.

I will have sole responsibility for the conduct of this meeting, together with any resulting decision which is to be made.

You are of course welcome to bring a support person to this meeting should you choose.

All matters and information relating to this allegation are confidential and you are directed not to discuss them with any other person without my express prior consent. Any failure by you to maintain confidentiality may lead to disciplinary action.

If you have any enquiries in relation to this matter, please contact me on 02 9332 8167.

Yours sincerely

David Berlusconi  
Human Resources Manager

Daniel covers Steven  
when Steve is not in  
works for 3 days as  
sales not 5.

Simon was 45  
Sat 14.

<b>Prospect Details</b>			
Prospect ID:	34703244		
Name:	Mr Andrew Epple		
Address:	.		
Email:	a_epple@hotmail.com		
Mobile:	0416098426		
Home:			
Business:			
Comments:	everest customer referring to accountant		
Source:	Walkin		
Arrival Date:	19/11/2018 14:38		
Time Elapsed:	28 days, 20 hours, 24 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 18/12/2018 11:04:22		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 0, Appointment: 0, Notes: 0			
<b>Lead History</b>			
18/12/2018 11:04:22		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
18/12/2018 11:04:22	brought a commodore		sblakeborough@titan.com.au
18/12/2018 11:03:15			sblakeborough@titan.com.au
17/12/2018 15:34:51			sblakeborough@titan.com.au
19/11/2018 14:38:37			brossiter@titan.com.au
19/11/2018 14:38:36			brossiter@titan.com.au
19/11/2018 14:38:36		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au
19/11/2018 14:38:36	Created new Enquiry		brossiter@titan.com.au

28 DAYS

<b>Prospect Details</b>			
Prospect ID:	34610736		
Name:	Mr Daniel Jeffries		
Address:			
Email:	danielj7768@gmail.com		
Mobile:	0427853578		
Home:			
Business:			
Comments:	interested in placing raptor order follow up		
Source:	Walkin		
Arrival Date:	10/11/2018 14:37		
Time Elapsed:	37 days, 0 hours, 35 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 15:17:25		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 15:17:25	Currently has a Mazda Still looking at options		sblakeborough@titan.com.au
17/12/2018 15:13:18			sblakeborough@titan.com.au
18/11/2018 14:04:30	follow up monday 19 november		brossiter@titan.com.au
18/11/2018 14:01:41			brossiter@titan.com.au
12/11/2018 13:34:44			sblakeborough@titan.com.au
12/11/2018 11:18:03			sblakeborough@titan.com.au
10/11/2018 14:37:30			brossiter@titan.com.au
10/11/2018 14:37:29			brossiter@titan.com.au
10/11/2018 14:37:29		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au

29 DAY

<b>Prospect Details</b>			
Prospect ID:	34546784		
Name:	Mr Ryan Johnston		
Address:	,		
Email:	rjohnston@device.com.au		
Mobile:	0427931082		
Home:			
Business:			
Comments:	interested in 2019 wildtrak has 2014 jeep blackhawk to bring in for trade valuation		
Source:	Walkin		
Arrival Date:	04/11/2018 13:10		
Time Elapsed:	43 days, 1 hours, 56 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 15:11:45		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 15:11:45	Still trying to sell his Jeep which is a repairable write off due to hail damage Might call in and re look at cars as likes the current offers Also might value his trade		sblakeborough@titan.com.au
17/12/2018 15:06:43			sblakeborough@titan.com.au
17/12/2018 15:04:46			sblakeborough@titan.com.au
18/11/2018 13:44:20	message left 18 november		brossiter@titan.com.au
18/11/2018 13:43:33			brossiter@titan.com.au
12/11/2018 13:36:17			sblakeborough@titan.com.au
04/11/2018 13:10:22			brossiter@titan.com.au
04/11/2018 13:10:20			brossiter@titan.com.au
04/11/2018 13:10:20		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au

27 DAYS

DEVICE CONTACT

<b>Prospect Details</b>			
Prospect ID:	34538301		
Name:	Mr William Noble		
Address:	.		
Email:	willnoble23@gmail.com		
Mobile:	0407450466		
Home:			
Business:			
Comments:	spoke to finance reference 2019 wildtrak trade valued needs more time		
Source:	Walkin		
Arrival Date:	03/11/2018 13:43		
Time Elapsed:	44 days, 1 hours, 18 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 15:04:36		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 15:04:36	Still looking in the new year		sblakeborough@titan.com.au
17/12/2018 15:01:23			sblakeborough@titan.com.au
18/11/2018 13:43:19	no decision until december		brossiter@titan.com.au
18/11/2018 13:42:24			brossiter@titan.com.au
12/11/2018 13:36:45			sblakeborough@titan.com.au
03/11/2018 13:43:14			brossiter@titan.com.au
03/11/2018 13:43:14			brossiter@titan.com.au
03/11/2018 13:43:14		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au
03/11/2018 13:43:13	Created new Enquiry		brossiter@titan.com.au

29 DAYS



<b>Prospect Details</b>			
Prospect ID:	34535589		
Name:	Ms Katherine McConnell		
Address:			
Email:			
Mobile:	0417412482		
Home:			
Business:			
Comments:	crew cab for husband 2019 raptor or wildtrak		
Source:	Walkin		
Arrival Date:	03/11/2018 10:55		
Time Elapsed:	44 days, 4 hours, 1 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 14:58:41		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 1, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:58:41		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 14:58:41	No longer looking		sblakeborough@titan.com.au
17/12/2018 14:57:04			sblakeborough@titan.com.au
18/11/2018 13:39:17	still undecided continue follow up		brossiter@titan.com.au
18/11/2018 13:38:25			brossiter@titan.com.au
12/11/2018 13:37:00			sblakeborough@titan.com.au
03/11/2018 10:55:18			brossiter@titan.com.au
03/11/2018 10:55:17			brossiter@titan.com.au
03/11/2018 10:55:17		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au

29 DAYS



<b>Prospect Details</b>			
Prospect ID:	34610929		
Name:	Mr James Read		
Address:	.		
Email:	jread351@gmail.com		
Mobile:	0408531819		
Home:			
Business:			
Comments:	raptor or wildtrak follow up		
Source:	Walkin		
Arrival Date:	10/11/2018 14:49		
Time Elapsed:	37 days, 0 hours, 5 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-in Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 14:56:55		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appolntment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:56:55	james will call me back		sblakeborough@titan.com.au
17/12/2018 14:55:46			sblakeborough@titan.com.au
18/11/2018 13:37:46	message left 18 november		brossiter@titan.com.au
18/11/2018 13:35:09			brossiter@titan.com.au
12/11/2018 13:34:12			sblakeborough@titan.com.au
12/11/2018 11:17:56			sblakeborough@titan.com.au
10/11/2018 14:49:54			brossiter@titan.com.au
10/11/2018 14:49:53			brossiter@titan.com.au
10/11/2018 14:49:53		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au

29 DAYS

<b>Prospect Details</b>			
Prospect ID:	34626520		
Name:	Mr Daniel O'Sullivan		
Address:	.		
Email:	dos@denmanchambers.com.au		
Mobile:	0407227962		
Home:			
Business:			
Comments:	undecided everest or ranger follow up trade or sell privately two vehicles.		
Source:	Walkin		
Arrival Date:	12/11/2018 11:52		
Time Elapsed:	35 days, 3 hours, 0 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 14:55:26		
Allocated To:	Daniel Borgman		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 1, Appointment: 0, Notes: 1			
<b>Lead History</b>			
17/12/2018 14:55:26		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 14:55:26	Sold		sblakeborough@titan.com.au
17/12/2018 14:55:19		Assignee - changed from Barry Rossiter to Daniel Borgman	sblakeborough@titan.com.au
17/12/2018 14:55:16	Purchased through Daniel		sblakeborough@titan.com.au
17/12/2018 14:52:55			sblakeborough@titan.com.au
18/11/2018 13:34:54	message left 18 november		brossiter@titan.com.au
18/11/2018 13:34:08			brossiter@titan.com.au
12/11/2018 13:33:58			sblakeborough@titan.com.au
12/11/2018 11:52:35			brossiter@titan.com.au

29 DAYS

<b>Prospect Details</b>			
Prospect ID:	34467288		
Name:	Mr Anthony Perini		
Address:	,		
Email:			
Mobile:	0417202245		
Home:			
Business:			
Comments:			
Source:	Walkin		
Arrival Date:	27/10/2018 15:36		
Time Elapsed:	50 days, 23 hours, 14 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 14:52:44		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 4, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:52:44		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 14:52:44	Brought a Colorado		sblakeborough@titan.com.au
17/12/2018 14:51:32	Check with Barry		sblakeborough@titan.com.au
17/12/2018 14:51:11			sblakeborough@titan.com.au
12/11/2018 16:20:04	close to finalising purchase follow up late november		brossiter@titan.com.au
12/11/2018 15:55:28			brossiter@titan.com.au
12/11/2018 15:55:27		Mobile - changed from 0402823365 to 0417202245	brossiter@titan.com.au
12/11/2018 15:54:43			brossiter@titan.com.au
12/11/2018 15:44:14			brossiter@titan.com.au

35 DAYS

<b>Prospect Details</b>		
Prospect ID:	34396097	
Name:	Mr Allan Morley	
Address:	.	
Email:	alan@incontilinggroup.com	
Mobile:	0435940534	
Home:		
Business:		
Comments:	Looking at Ford ranger with a mate Michael	
Source:	Walkin	
Arrival Date:	20/10/2018 17:02	
Time Elapsed:	57 days, 21 hours, 48 minutes	
<b>Vehicle Details</b>		
Lead Type:	NEW	
Stock #:		
Price:	\$	
Rego:		
Year:		
Make:	Ford	
Model:	Ranger	
Colour:		
Body Style:		
Transmission:		
Engine Size:		
Badge:		
Series:		
<b>Trade-In Details</b>		
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:	
<b>Prospect Status</b>		
Status:	Stage 2 - Contact	
Time since last action:	Phoned on 17/12/2018 14:50:29	
Allocated To:	Barry Rossiter	
<b>Customer Contact Report</b>		
Email: 0, SMS: 0, Call: 4, Appointment: 0, Notes: 0		
<b>Lead History</b>		
17/12/2018 14:50:29	LM	sblakeborough@titan.com.au
17/12/2018 14:50:23		sblakeborough@titan.com.au
17/12/2018 14:48:36		sblakeborough@titan.com.au
17/12/2018 14:48:13		sblakeborough@titan.com.au
12/11/2018 15:37:23	interested in bi-turbo xlt late 2018	brossiter@titan.com.au
12/11/2018 15:36:42		brossiter@titan.com.au
08/11/2018 16:38:35	tried to call	sblakeborough@titan.com.au
08/11/2018 16:37:38		sblakeborough@titan.com.au
30/10/2018 10:43:43	message left tuesday 30 october.	brossiter@titan.com.au

35 DAW

<b>Prospect Details</b>		
Prospect ID:	34396050	
Name:	Mr Michael Ryan	
Address:		
Email:	michael@ryanpools.com.au	
Mobile:	0409266265	
Home:		
Business:		
Comments:		
Source:	Walkin	
Arrival Date:	20/10/2018 16:57	
Time Elapsed:	57 days, 21 hours, 50 minutes	
<b>Vehicle Details</b>		
Lead Type:	NEW	
Stock #:		
Price:	\$	
Rego:		
Year:		
Make:		
Model:		
Colour:		
Body Style:		
Transmission:		
Engine Size:		
Badge:		
Series:		
<b>Trade-In Details</b>		
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:	
<b>Prospect Status</b>		
Status:	Stage 2 - Contact	
Time since last action:	Viewed on 17/12/2018 14:48:17	
Allocated To:	Barry Rossiter	
<b>Customer Contact Report</b>		
Email: 0, SMS: 0, Call: 3, Appointment: 0, Notes: 1		
<b>Lead History</b>		
17/12/2018 14:48:17		sblakeborough@titan.com.au
17/12/2018 14:48:11	LM	sblakeborough@titan.com.au
17/12/2018 14:47:17		sblakeborough@titan.com.au
12/11/2018 15:36:27	interested in bl-turbo wildtrak or xlt early 2019.	brossiter@titan.com.au
12/11/2018 15:32:27		brossiter@titan.com.au
12/11/2018 15:32:27		brossiter@titan.com.au
08/11/2018 16:38:57	check with BR	sblakeborough@titan.com.au
08/11/2018 16:38:42		sblakeborough@titan.com.au
30/10/2018 10:45:31	message left tuesday 30 october.	brossiter@titan.com.au

35 DAYS

<b>Prospect Details</b>		
Prospect ID:	34319067	
Name:	Mr Stephen Ward	
Address:		
Email:		
Mobile:	0435721153	
Home:		
Business:		
Comments:	test drive 5.0L Mustang 13 October company car follow up Monday 15 October	
Source:	Walkin	
Arrival Date:	13/10/2018 14:54	
Time Elapsed:	64 days, 23 hours, 51 minutes	
<b>Vehicle Details</b>		
Lead Type:	NEW	
Stock #:		
Price:	\$	
Rego:		
Year:		
Make:		
Model:		
Colour:		
Body Style:		
Transmission:		
Engine Size:		
Badge:		
Series:		
<b>Trade-In Details</b>		
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:	
<b>Prospect Status</b>		
Status:	Stage 2 - Contact	
Time since last action:	Phoned on 17/12/2018 14:46:59	
Allocated To:	Barry Rossiter	
<b>Customer Contact Report</b>		
Email: 0, SMS: 0, Call: 3, Appointment: 0, Notes: 0		
<b>Lead History</b>		
17/12/2018 14:46:59	LM	sblakeborough@titan.com.au
17/12/2018 14:46:19		sblakeborough@titan.com.au
17/12/2018 14:30:58		sblakeborough@titan.com.au
12/11/2018 15:23:10	message left monday 12 november	brossiter@titan.com.au
12/11/2018 15:22:14		brossiter@titan.com.au
30/10/2018 10:58:16	message left 30 october.	brossiter@titan.com.au
30/10/2018 10:56:39		brossiter@titan.com.au
22/10/2018 16:14:46		sblakeborough@titan.com.au
20/10/2018 09:44:03		brossiter@titan.com.au

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<b>Prospect Details</b>		
Prospect ID:	34402174	
Name:	Ms Caterina Macri	
Address:	,	
Email:	cadesign@optusnet.com.au	
Mobile:	0421343819	
Home:		
Business:		
Comments:	trade audi a1 thinking of mustang purchase next year.	
Source:	Walkin	
Arrival Date:	21/10/2018 13:26	
Time Elapsed:	57 days, 0 hours, 53 minutes	
<b>Vehicle Details</b>		
Lead Type:	NEW	
Stock #:		
Price:	\$	
Rego:		
Year:		
Make:		
Model:		
Colour:		
Body Style:		
Transmission:		
Engine Size:		
Badge:		
Series:		
<b>Trade-In Details</b>		
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:	
<b>Prospect Status</b>		
Status:	Stage 2 - Contact	
Time since last action:	Phoned on 17/12/2018 14:24:12	
Allocated To:	Barry Rossiter	
<b>Customer Contact Report</b>		
Email: 0, SMS: 0, Call: 3, Appointment: 0, Notes: 1		
<b>Lead History</b>		
17/12/2018 14:24:12	She is about to open a Cafe and that is here focus but still considering Mustang Currently paying \$850 a month and that is about to be paid off Call back in the new year	sblakeborough@titan.com.au
17/12/2018 14:20:05		sblakeborough@titan.com.au
17/12/2018 14:19:06		sblakeborough@titan.com.au
12/11/2018 15:19:19	message left monday 12 novembe.r	brossiter@titan.com.au
12/11/2018 15:17:13		brossiter@titan.com.au
12/11/2018 13:42:53		sblakeborough@titan.com.au
08/11/2018 16:37:35	speak with BR	sblakeborough@titan.com.au
08/11/2018 16:37:18		sblakeborough@titan.com.au
30/10/2018 10:28:18	selling Audi privately before mustang purchase.	brossiter@titan.com.au


35 DAYS.



<b>Prospect Details</b>			
Prospect ID:	34402208		
Name:	Mr John McGhee		
Address:	,		
Email:	jam@naturalfloor.com.au		
Mobile:	0414378247		
Home:			
Business:			
Comments:	mustang owner looking at recreational vehicle bringing family to view ranger		
Source:	Walkin		
Arrival Date:	21/10/2018 13:30		
Time Elapsed:	57 days, 0 hours, 46 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 14:18:36		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 3, Appointment: 0, Notes: 1			
<b>Lead History</b>			
17/12/2018 14:18:36		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 14:18:36	brought off artarmon		sblakeborough@titan.com.au
17/12/2018 14:16:40			sblakeborough@titan.com.au
12/11/2018 15:16:17	message left monday 12 november		brossiter@titan.com.au
12/11/2018 15:14:23			brossiter@titan.com.au
12/11/2018 13:45:32			sblakeborough@titan.com.au
12/11/2018 13:40:29			sblakeborough@titan.com.au
08/11/2018 16:37:15	In no rush but interested in the 5 year free servicing		sblakeborough@titan.com.au
08/11/2018 16:35:03			sblakeborough@titan.com.au

35 DAYS

<b>Prospect Details</b>			
Prospect ID:	34528607		
Name:	Mr Peter Greenwood		
Address:			
Email:			
Mobile:	0417219603		
Home:			
Business:			
Comments:	previous customer giving serious thought to 2019 ranger wildtrak		
Source:	Walkin		
Arrival Date:	02/11/2018 16:10		
Time Elapsed:	44 days, 22 hours, 2 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 14:15:55		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:15:55	Still considering Will call in and say hello Looking for a white or silver 2.0l		sblakeborough@titan.com.au
17/12/2018 14:13:04			sblakeborough@titan.com.au
12/11/2018 15:14:03	Peter not quiet ready to commit follow up		brossiter@titan.com.au
12/11/2018 15:13:00			brossiter@titan.com.au
12/11/2018 13:37:50			sblakeborough@titan.com.au
02/11/2018 16:10:21			brossiter@titan.com.au
02/11/2018 16:10:20			brossiter@titan.com.au
02/11/2018 16:10:19		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au
02/11/2018 16:10:19	Created new Enquiry		brossiter@titan.com.au

 DALS  
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<b>Prospect Details</b>			
Prospect ID:	34546812		
Name:	Mr Tim Nicholson		
Address:			
Email:			
Mobile:	0450313135		
Home:			
Business:			
Comments:	raptor customer test drive organised sunday 11 november		
Source:	Walkin		
Arrival Date:	04/11/2018 13:12		
Time Elapsed:	43 days, 0 hours, 58 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 14:12:57		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 1, Appointment: 0, Notes: 1			
<b>Lead History</b>			
17/12/2018 14:12:57	Not yet test driven and will do something mid next year		sblakeborough@titan.com.au
17/12/2018 14:11:20			sblakeborough@titan.com.au
12/11/2018 13:36:13	No show on Sunday		sblakeborough@titan.com.au
12/11/2018 13:35:52			sblakeborough@titan.com.au
04/11/2018 13:12:32			brossiter@titan.com.au
04/11/2018 13:12:31			brossiter@titan.com.au
04/11/2018 13:12:31		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au
04/11/2018 13:12:31	Created new Enquiry		brossiter@titan.com.au

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<b>Prospect Details</b>			
Prospect ID:	34403907		
Name:	Mr Brian Admire		
Address:	,		
Email:			
Mobile:	0400701662		
Home:			
Business:			
Comments:	checking with company regarding car allowance		
Source:	Walkin		
Arrival Date:	21/10/2018 16:48		
Time Elapsed:	56 days, 21 hours, 21 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 14:09:27		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 1			
<b>Lead History</b>			
17/12/2018 14:09:27		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 14:09:27	wrong number		sblakeborough@titan.com.au
17/12/2018 14:09:10			sblakeborough@titan.com.au
12/11/2018 15:43:43			brossiter@titan.com.au
12/11/2018 13:39:21			sblakeborough@titan.com.au
08/11/2018 16:33:45	tried to call Wrong number check with barry		sblakeborough@titan.com.au
08/11/2018 16:32:19			sblakeborough@titan.com.au
30/10/2018 10:14:35	has been overseas phone early november.		brossiter@titan.com.au
30/10/2018 10:13:51			brossiter@titan.com.au

<b>Prospect Details</b>			
Prospect ID:	34466399		
Name:	Mr Mark Seymour		
Address:	,		
Email:	towing@bigpond.net.au		
Mobile:	0411707777		
Home:			
Business:			
Comments:			
Source:	Walkin		
Arrival Date:	27/10/2018 14:26		
Time Elapsed:	50 days, 23 hours, 33 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Phoned on 17/12/2018 14:01:40		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 2, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:01:40	Tried to call Left message		sblakeborough@titan.com.au
17/12/2018 14:00:36			sblakeborough@titan.com.au
12/11/2018 13:39:02			sblakeborough@titan.com.au
30/10/2018 17:27:42	considering raptor or mustang or both follow up.		brossiter@titan.com.au
30/10/2018 17:27:03			brossiter@titan.com.au
30/10/2018 10:08:15			brossiter@titan.com.au
27/10/2018 14:26:55			brossiter@titan.com.au
27/10/2018 14:26:54			brossiter@titan.com.au
27/10/2018 14:26:54		Assignee - assigned to Barry Rossiter	brossiter@titan.com.au

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<b>Prospect Details</b>			
Prospect ID:	34319272		
Name:	Mr Andrew Smith		
Address:			
Email:	adhsmith77@gmail.com		
Mobile:	0438570575		
Home:			
Business:			
Comments:	test drive 5.0L Mustang decide between fastback or convertible decision November		
Source:	Walkin		
Arrival Date:	13/10/2018 15:09		
Time Elapsed:	64 days, 22 hours, 48 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 4 - Result		
Time since last action:	Enquiry Stage changed on 17/12/2018 13:59:51		
Allocated To:	Barry Rossiter		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 1, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 13:59:51		Enquiry Stage - advanced from Contact to Result	sblakeborough@titan.com.au
17/12/2018 13:59:50	brought through Car Connect		sblakeborough@titan.com.au
17/12/2018 13:58:03			sblakeborough@titan.com.au
25/11/2018 16:02:58			sblakeborough@titan.com.au
12/11/2018 13:30:05			sblakeborough@titan.com.au
08/11/2018 16:39:19			sblakeborough@titan.com.au
30/10/2018 10:52:00	message left tuesday 30 october.		brossiter@titan.com.au
30/10/2018 10:49:36			brossiter@titan.com.au
22/10/2018 16:14:20			sblakeborough@titan.com.au

47 DAYS

## Enquiry Allocation

This enquiry is now allocated to Steven  
Blakeborough

<b>Prospect Details</b>			
Prospect ID:	34315493		
Name:	Mr Damian Parkes		
Address:	.		
Email:			
Mobile:	0424523168		
Home:			
Business:			
Comments:	Looking for a mustang		
Source:	Walkin		
Arrival Date:	13/10/2018 11:13		
Time Elapsed:	65 days, 3 hours, 10 minutes		
<b>Vehicle Details</b>			
Lead Type:	NEW		
Stock #:			
Price:	\$		
Rego:			
Year:			
Make:			
Model:			
Colour:			
Body Style:			
Transmission:			
Engine Size:			
Badge:			
Series:			
<b>Trade-In Details</b>			
Info:	- Colour: Kms: , Valuation: , Reg Exp: Comments:		
<b>Prospect Status</b>			
Status:	Stage 2 - Contact		
Time since last action:	Reassigned on 17/12/2018 14:30:01		
Allocated To:	Steven Blakeborough		
<b>Customer Contact Report</b>			
Email: 0, SMS: 0, Call: 3, Appointment: 0, Notes: 0			
<b>Lead History</b>			
17/12/2018 14:30:01		Assignee - changed from Barry Rossiter to Steven Blakeborough	sblakeborough@titan.com.au
17/12/2018 14:29:56	He still looking and not yet brought and looking at other dealers Found Barry to be not very helpful Look into trade and call back next week		sblakeborough@titan.com.au
17/12/2018 14:24:25			sblakeborough@titan.com.au
30/11/2018 12:40:30			brossiter@titan.com.au
12/11/2018 15:21:50	looking for \$40000 on audi trade valued at \$27000		brossiter@titan.com.au
12/11/2018 15:20:52			brossiter@titan.com.au
30/10/2018 11:39:37	was thinking audi trade at \$40000 valued at less than \$30000 30 october.		brossiter@titan.com.au
30/10/2018 10:58:29			brossiter@titan.com.au
22/10/2018 16:15:37			sblakeborough@titan.com.au

~~17 DAYS~~  
35 DAYS