Thursday, 8 March 2018

Mr Barry Rossiter

9/536 Sydney Road

SEAFORTH, NSW, 2092

**DELIVERED BY HAND:**

Dear Barry

**REFERENCE: Formal Warning**

The purpose of this letter is to formally advise you that we have reached a conclusion regarding recent allegations of poor performance and misconduct that was brought to our attention.

It was alleged that you failed to follow your manager’s instructions and underperformed in your duties, specifically:

1. You failed to upsell customer finance to the required standards set by AAG.
2. You failed to follow management’s directions in regards to obtaining customer details during telephone enquiries.
3. You failed to achieve the required CVP levels during the last applicable period - currently set at 87.7%.

A subsequent disciplinary meeting was convened on 6 March at the Sales Managers office at Titan Ford. You responded by saying:

1. Although you didn’t actively attempt to sell finance during the call, finance ultimately was given by Titan Ford.
2. You had prior discussions with the client in question and did not need to ask for her details.
3. You acknowledged and understood your CVP levels were unacceptable and costs the organisation monies when levels are below the standard.
4. Additionally, in your defence you also noted you have never given your permission for your telephone calls to be monitored and this should in some way, act as a defence.

Both your manager and I, have listened again to the telephone conversations in question and reviewed your CVP levels and in my view, the allegations are substantiated. It is for this reason, the Australian Automotive Group has elected to issue you a formal warning on this matter and take this no further.

A record of this will be placed on your personnel file and we remind you that any failure to follow reasonable management instructions, breaches of policy and/or misconduct, may lead to further disciplinary action leading up to and including dismissal.

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

Yours sincerely



David Berlusconi  
Human Resources Manager