Thursday, 12 April 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 offered a vehicle to a customer (Manly Shores) at a price that was not authorised.
2. You quoted a price without managerial approval knowing this was a requirement.

A subsequent disciplinary meeting was convened on 5 April at the Sales Managers office at Titan Ford. You responded by saying:

1. You did not offer the vehicle to Manly Shores at any price and you in fact, told the customer to speak to his wife first and then come back tomorrow.
2. You did not quote any price to the customer and the customer already knew the price when he came into the showroom as it was on the internet. You also stated you only quoted that same price with “extras” on it.

Regarding the first allegation, I note your manager claims he had spoken to the customer in question. Your manager claimed the customer was adamant he had informed you he was not committed to buying a vehicle on the day yet you had still given him a sales price that was not authorised. However, at this stage (without the customers version of events), I believe it is possible that a simple miscommunication and/or misunderstanding could have occurred. On this basis, I do not believe there are sufficient grounds to issue a formal warning on this point.

With respect to the second allegation, you mentioned that you did not give any quote to the customer. However upon investigation, (#Q34905 (104193)) was generated by yourself and issued to the customer. The customer has confirmed this. Additionally, upon reviewing the quote you generated, it appears the prices are heavily discounted retails prices and not the prices that were available on the internet at the time as you had claimed.

On this basis, I believe the second allegation is substantiated and a final warning will be issued to you on the basis of the above.

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