

Phoenix 20 Group Meeting May 2 - 3, 2019

DOUBLETREE BY HILTON
1800 San Tan Village Parkway Gilbert, AZ 85295
(480) 809-4100



WEDNESDAY
May 1, 2019

HOTEL ARRIVAL & CHECK-IN (Check hotel marquee for meeting room location)

THURSDAY
May 2, 2019

MEETING DAY 1 7:30 AM - 4:00 PM

7:00 AM CONTINENTAL BREAKFAST IN MEETING ROOM

8:00 AM GENERAL SESSION - Meeting called to order by 20 Group Moderator

- Welcoming remarks
- Introduction of members
- Open discussion on condition of department

20 GROUP INFORMATION

COMPOSITE REVIEW

Please be prepared to discuss your financials with the group.

- Case studies of different dealerships service & parts financials
- Set individual objectives

12:00 PM BREAK FOR LUNCH

12:45 PM CONTINUATION OF COMPOSITE REVIEW

UPDATES & NEWS

- Industry News

BEST PRACTICE COMPETITION

4:00 PM ADJOURN FOR THE DAY

5:30 PM GROUP DINNER OUTING

The Keg Steakhouse + Bar
2240 East Williams Field Road
Gilbert, Arizona
(480) 821-1500

- Meet at Hotel Bar @ 4:45 pm
- Leave for dinner @ 5:30 pm
- Participation is **not** required
- Not sponsored by Group
- **Husbands/wives/significant** others are *ALWAYS* welcome!

CONTINUED

Moderator: Mark Beaton
Email: Mark@MBADealerServices.com
Phone: 616.308.7524

Group Contact: Jen Short
Email: Jen@MBADealerServices.com
Phone: 616.337.8927

FRIDAY
May 2, 2019

MEETING DAY 2 7:30 AM - 3:00 PM

- 6:30 AM** **CONTINENTAL BREAKFAST IN MEETING ROOM**
- 7:30 AM** **GENERAL SESSION - Meeting called to order by Moderator**
- REVIEW MEMBER'S CONTACT INFORMATION**
- DISCUSS PROFIT OPPORTUNITIES**
- DISCUSS BEST PRACTICES FROM OTHER 20 GROUP MEETINGS**
- 12:00 PM** **LUNCH**
- 12:45 PM** **BREAKOUT GROUPS**
- Service managers and parts managers meet separately to discuss any problems, concerns, or ideas the groups decide.
- SET INDIVIDUAL / GROUP OBJECTIVES**
- 3:00 PM** **MEETING ADJOURNED**