



MBA 20 Group Sample Agenda

SEPTEMBER 13-14, 2022 ~ DOUBLETREE N. REDINGTON BEACH
17120 GULF BLVD, N. REDINGTON BEACH, FL ~ 727-391-4000

MONDAY, SEPTEMBER 12, 2022

Arrive & Check-In to Hotel

7:00 PM - ? Meet & Greet at Hotel Tiki Bar

TUESDAY, SEPTEMBER 13, 2022

7:00 AM Breakfast in Meeting Room Sunset A&B

8:00 AM Welcoming Remarks

Introductions of New & Current Members

- Discussion - "What one problem have you had in your department during the past year that has been troublesome?"

20 Group Information

Financial Composite Review - August 2021 YTD vs. August 2022 YTD

- Please review your dealership's composite before our meeting to become familiar with your numbers
- Case studies of various dealerships' Service & Parts Department financials
- Set individual objectives based on discoveries

12:00 PM Break for Lunch - 1 Hour - Meal Served in Meeting Room Sunset A&B

1:00 PM Updates & Industry News

Continuation of Composite Review (As Needed)

- Brief discussion of what you learned about your department(s) from the review of the Financial Composite

TUESDAY, SEPTEMBER 13, 2022 - CONTINUED

2:00 PM Best Practice Session

Each DEALERSHIP should bring ONE best-practice idea to present and share with the meeting members.

- PLEASE, THESE READ RULES CAREFULLY!

- The Best Practice competition is open to any Service or Parts idea that has been successful in your dealership. Each represented store should bring at least one best practice idea.
- Your best practice should be tried and proven. We need to know it worked, what it cost, what the pitfalls were, and just how successful it was. Take time before leaving the dealership to put together your best practice Service or Parts "Idea" with enough copies for everyone. For those attending virtually, please email your Best Practice and entry fee to Mark@MBADealerServices.com by September 1st
- Each dealership will ante \$20.00 with an idea or \$30.00 without an idea to the group's appointed sergeant-at-arms. For those attending virtually, you may pay by PayPal or Venmo (no credit cards, please). Remember, this is by DEALERSHIP unless both managers are presenting different ideas, both ante \$20.00 each.
- New members (dealerships) DO NOT have to pay the \$30.00 penalty at the first meeting if they do not have a best practice to share. The \$20.00 entry fee applies to New Members with a Best Practice to share (Please note! "New Members" are defined as individuals who have NOT attended either a Performance Group meeting or 20 Group meeting since 2010.)
- For those attending in-person, please bring enough typed copies for everyone (currently 25). For those attending virtually, email your Best Practice and entry fee to Mark. Remember, Ideas without printed copies are not allowed
- For everyone, in-person and virtual, you may use the overhead projector, along with your printed copies, to make your presentation
- You will have up to five minutes to present your idea
- You may take questions or comments during your presentation
- After each idea presentation, all dealerships will vote on that idea on a scale of 1-10 (ballots available at the meeting). Jen will email one ballot to all virtual attendees
- Each dealership has one vote
- Total points determine placement winners
- The winners divide the pot; all cash awards to the THREE top ideas by Sergeant-At-Arms (Unless S-A-A has an idea to share and then we select another S-A-A's)

4:00 PM Meeting Adjourned

5:30 PM Group Dinner Outing - [The Conch Republic Grill](#) (4 blocks from hotel)

WEDNESDAY, SEPTEMBER 14, 2022

7:00 AM Breakfast in Meeting Room Sunset A&B

8:00 AM Member's Contact Information Verification

Meeting Called to Order

- Further discussion of any unfinished business from Day 1

Sales Expense Discussion - Please bring the detail for your department

- Parts Department
 - Policy Adjustments - Account 356
 - Vehicle Expense - Account 357
- Service Department
 - Service Vehicle Expense - Account 345A
 - Policy Adjustment - Account 346A

iExam Reports Review

11:30 AM Break for Lunch - 1 Hour - Meal Served in Meeting Room Sunset A&B

12:30 PM Departmental Discussions

- Separate service and parts managers breakout groups to discuss any issues or ideas that your group decides

Set Individual / Group Objectives

- Set ONE individual objective to work on between this meeting and our next meeting
- Group objectives for next meeting

2:00 PM Meeting Adjourned