

Land Rover /Jaguar Cherry Hill Operational Agreement

- Hours of operations
 - Service: 7:30 am- 4 pm Monday through Friday
 - Sales- 9 am- 9 pm Monday to Thursday, 9 am to 6 pm Friday, 9 am- 5 pm Saturday
- Service Appointments are made through our Business Development Center either by calling in or visiting our website. They start the appointments at 7:30 am and bring them in 15-minute intervals. We bring the last appointment in at 12:45 pm.
 - We try to ensure that all customers come in on appointment but there are emergencies and walk ins that occur. We take them as quickly as we can as a service advisor becomes available
- We have a service drive through that has 2 valets and a Manager that work the drive thru. Their process at time of delivery is for the customer to wait next to vehicle while the valet does that walk around. They use a tablet to complete the multi point inspection of the vehicle. The customer is given a ticket to then proceed to the service advisor. The whole write -up time for the customer takes approximately 20 minutes. At that time the customer is either scheduled to wait, uber, take a loaner, or our shuttle. That choice of theirs regarding taking a loaner is known before they arrive, and we have a loaner waiting for them. The customers vehicle is moved with in 5 minutes of drop off.
- We are currently scheduling for 33 appointments a day, but the average has been 28.
- During peak hours in the morning there is no more than 4 people within an hour max 6 customer that could drop off.
- Customer cars are usually in service for a repair are at our facility for 2 days on average due to having to order parts etc. If it is just a maintenance, they can pick it up by the end of the day. Service customers can pick up the vehicle by 9 pm that night.
- If a customer is to pick their vehicle up after 6 pm they pick their vehicle up at the service receptionist. If they are coming after 6 pm they pick their vehicle up in the current show room.

- We utilize this process at all our dealerships. We find that it is the best way to take care of the customer in a timely manner and to ensure that there is no back log with their vehicle either at time of write up or when they pick up their vehicle after it has been completed. One of our Customer Satisfaction questions that our customers receive by the Manufactures is how efficient their service experience is when the come into the shop.

Land Rover/ Jaguar Cherry Hill Operational Plan

- The Sales Department hours:
 - Monday- Thursday: 9 am – 9 p- 6
 - Friday: 9 am- 6 pm
 - Saturday: 9 am-5pm
- Customers currently go to 16 websites virtually and walk into 1.2 dealerships, therefore, the foot traffic has decreased tremendously.
- When a customer does come in approximately 85% of them are scheduled through our Business development center. The remainder are walk in.
- Once the customer schedules the appointment the sales associates is able to ensure the vehicle they want to test drive is brought up ahead of time. Customers do not want to wait for a long time once they come in.
- The lot where the Women's Center is will be where the new vehicle inventory is parked. The Sales Associate will be the only one that walks to the lot to get the vehicle. They will have it waiting next to the showroom for when the customer arrives. This process is the same at all our locations regarding off sight parking. The customer never goes to our off site lots.
- The remaining 15% of the customer that just walk in will wait in the showroom while the sales associates walks to the W.C lot.
- When a customer comes in the sales associate greets them to begin assisting them promptly.
- If the vehicle is sold either the customer waits for the vehicle to be prepped and detailed for delivery or we schedule their delivery for a different day.
- Our goal is to get the customer out quickly. We accomplish this by properly scheduling them with the finance department and detail.