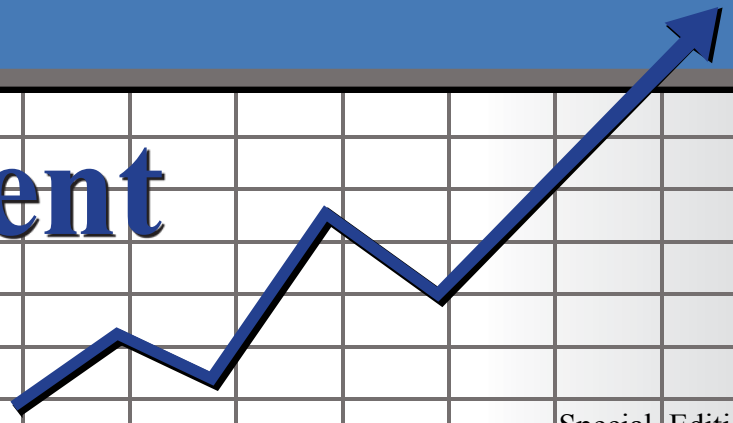


**Management
Success!**



Special Edition

Spring Convention Special Edition

TOP

Totally Operational Program™

GAP

Graduate Advanced Program™

New Masters Awarded | Convention Successes

In This Special Edition

- A Letter From Bob Spitz
- Convention Awards
- The Spring Convention
- New Masters Awarded
- Comments from the Convention

Client Website

We have updated our Client Website with additional features and a new look and feel. So when you go online at www.MSWorks.net here are just a few of the features now available to you:

- Owner Breakeven Calculator
- Pricing Calculator
- 8 Free Webinars from Mike Lee
- Past Newsletters

Schedule Your Services Today

If you have not completed your Workshops 1&2 or 3&4, or you have an advanced training class that you have not done, call Client Services to schedule today. The training you are missing is costing you your hard earned dollars!



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A Letter from Bob Spitz



Wow! What a great convention! Over 60 GAP and TOP 20 Group shops showed up for the spring convention held in beautiful San Diego. From the boat trip to do some whale watching to the luau on Friday night and the forums, Masters Panel, networking; one-on-one

talks with Mike Lee and the Awards Diner, where we announced three new Masters of Shop Management recipients, there was a lot going on!

We received a lot of positive feedback from everyone in attendance and we want to thank all the great people who took the time to attend this convention. We also want to thank all the hard working Management Success! staff that pulled this all together to make this one of the best events in the 12 year history of GAP!

AWARDS

The GAP & TOP games this past six months were very exciting with the following members wining:

Continued on the next page

Note from the Editor

We here at Management Success! always enjoy hearing from our clients, whether it is an award you have received for your shop or you managed to get away for a hunting trip and the shop kept on running without you. If you have a story that you would like included in this magazine, please let us know.

We also would like to hear back from you so we can continue to improve our magazines and newsletters. Let us know what subjects and content you would like to see featured each month and how we can improve.

Magazine Editor
412 W. Broadway, 3rd Floor
Glendale, CA 91204

Letter from Bob - Continued from page 1

Overall Game—this award is given to the shop who scored the best across all categories.

Robert & Lynda Archer of Aardvark Automotive were our overall game winners. Well done on a great game!

Shop Efficiency Game—this award is given to the shops who have the best Gross Sales divided by the total Number of Employees.

Wade Lennan of Monaco Motors walked away with the honors!

Production Efficiency Game—this award is given to the shops that have the best Gross Sales divided by Total Production Staff.

- First Place:** *Wade Lennan of Monaco Motors*
- Second Place:** *Robert Archer of Aardvark Automotive*
- Third Place:** *Scott Nolan of Quality Auto Repair*

Ambassador Award—this award is given to shops that have gone above and beyond in helping Management Success! in a number of ways.

- Mike Proud - Exclusive Automotive*
- Scott Bickley - Little Wolf Automotive*
- Tom Marshall - Marshall Motors*
- Jon and Tammy Anderson - Nelson's Auto Body*
- Randy Hancock - Randy's Tire*

And now for the BIG announcement (drum roll please)!

MASTERS OF SHOP MANAGEMENT

The following shops have met the criteria and had a grueling Quality Assurance review and are awarded the title of Master of Shop Management

- Robert and Lynda Archer – Aardvark Automotive*
- Jody Gatchell – A & J Collision*
- Ron Andersen – Auto Specialists, Inc*

Very well done to all of the above shop owners! You are the Best of the Best!

In closing, play the game to win and you will win! This is a game where anyone and everyone can win. Set your sights high and go for it! We'll see you at the fall meeting.



Overall Game Winner
Aardvark Automotive - Robert & Lynda Archer



Production & Shop Efficiency Winner
Monaco Motors - Wade Lennan



ANNUAL SPRING



San Diego was the destination for this year's Graduate Advanced Program (GAP) & Totally Operational Program (TOP) Spring Convention. These two groups are made of Management Success! graduates who have grown their shops to a specific size and profitability to be able to qualify and join.

The theme for the GAP training was, *"Selling in Today's Economy, the Customer Encounter."* During this class Bob Spitz took everyone outside to the parking lot and had them do vehicle inspections, and went over the most commonly missed items and how to do them properly.

For the TOP shops Larry Monroe presented *"Who is Running This Place, Anyway?"* He covered topics such as how to properly write and enforce shop policy and how to properly do planning, as the owner, not an employee.

CONVENTION - 2010

The Hawaiian themed resort selected for the convention was great. They provided excellent food, accommodations and entertainment. One of the highlights was the hula show during the awards dinner.

One of the many things the shop owners who attend our conventions enjoy most is the interaction with other owners from across the country. We ensure that our conventions provide plenty of time and opportunity for this. The casual swapping of successful ideas on anything from promotional pieces to oil disposal is invaluable. In addition we set aside time for a Masters Panel, here our Masters of Shop Management can be asked questions and share ideas.

We thank all who came and enjoyed this convention, making it one of our best Spring gatherings on record. We look forward to seeing you all in the Fall, in Glendale.



Masters of Shop Management Awards

Congratulations to our three new **Masters of Shop Management!** This coveted award is given to those shop owners who by demonstration of their statistics and shop condition have proven they are a Master at managing their shop. This award is applied for, then awarded at the Fall or Spring Conventions.

The purpose of this award is to validate those GAP shop owners who have proven they can apply the tools of management they have learned, with the business being an example of a model shop and stably in Stage 3.



Robert & Lynda Archer of Aardvark Automotive

Aardvark Automotive

Robert & Lynda Archer

“Earning this award took a lot of hard work and doing everything my consultant asked me to do. I am looking forward to becoming an Expert of Shop Ownership soon!”



Jody Gatchell of A & J Collision Repair

A & J Collision Repair

Jody Gatchell

“The training and consulting on this program has helped me tremendously in achieving my goals. I am now in the process of turning over the day-to-day operations to my manager.”



Ron Andersen of Auto Specialists Inc

Auto Specialists Inc

Ron Andersen

“I would not be where I am today without Management Success training and consulting. I am proud that I now have a well oiled machine. I make money, my employees make money and I have a happy customer base.”

At each Convention there is a Masters Panel where owners can discuss topics with the MS! Masters.

Comments from the Convention

"I have been with Management Success for many years and a part of the GAP and TOP programs for most of those years. Leaving my family to attend the conventions was always very difficult for me. Attending this past convention really opened my eyes to all of the changes from when I had attended last in 2005."

"My shop does well and is operational, but it is hard to find like-minded shop and business owners in my area. The conventions now include a Masters panel where you can hear from and ask questions of the Masters, in addition to the forums and meetings with Mike Lee. The convention is set up where there is more focus on shop owner to shop owner interaction in addition to the excellent training."



Ron Andersen

"I am very glad I made it to this convention and intend to attend each and every one from now on. There is so much that I have been missing out on."

"The Masters Panel was very uplifting and got me excited about going back to my shop and making changes."

"Refreshing ideas."

"It was full of information that I could use in our shop."

"This is an event that gets you recharged and refocused. Taking time to get away from the shop gives me clearer perspective on what changes need to be implemented to ensure continued growth and success."

"The presentation answered so many issues we have in our shop."

"If they are not on board, they are missing out!"

"I loved learning new ideas from other repair shops."

"The Masters Panel had real world examples."

"Great Experience."



Randy & Jill Bunn

"At the TOP 20 Group meetings and at the conventions, everyone in the room's shop is at a high level of production. They have solved a lot of problems in their own different ways. It is much easier for me to listen to and accept ideas from them because I know by their stats, they are successful and their ideas work."

"Being a part of the TOP 20 Group helps me look at things from a different perspective. I am paired with another owner that I can discuss ideas and problems with and get their feedback and how they may have solved the same problem, in addition to my consultant's help."

"All of the training and drilling we receive is tailored specifically to the needs and problems of our sized shop."

For more information on the conventions and programs available:

Call your Service Advisor Today at (818) 500-9631

Mention the GAP Magazine when you call.



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