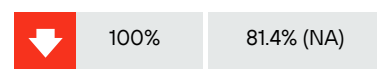


“

“Strength and growth come only through continuous effort and struggle” – Napoleon Hill

Personality Needs	Certainty or Variety
	Significance or Love and Connection
Spirit Needs	Growth and Contribution

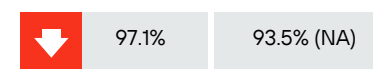
## Key Metrics: December 2023



NPS



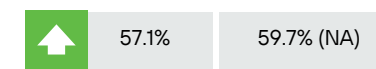
80.0%



GSI



95.2%



EIG



60.0%

## Key Metrics: Jan. to Dec. 2023



NPS



87.9%



GSI



95.6%



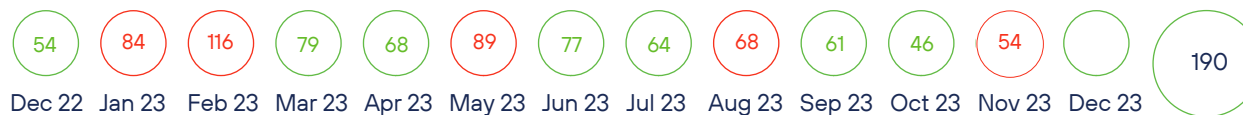
EIG



65.2%

## Growing and Contributing in 2023

MY DIPLOMA OF BUSINESS	LEARN TOYOTA APPS	IMPROVE TIME MANAGEMENT
INTERPERSONAL BUSINESS RELATIONSHIP IMPROVEMENT	READ A BOOK A MONTH, LEARN TOYOTA ACCOUNTING	FUTURE DEALER LEADERS PROGRAM
ONLINE TRAINING	IMPROVED GUEST/ORDER MANAGEMENT	STAFF SATISFACTION  GROWTH THROUGH DELEGATION



**OH WHAT A FEELING**