



TROPHY CLUB CONSULTING

FOUNDATIONS LEARNERS GUIDE

TROPHY CLUB CONSULTING LLC





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The Eight Things

- ❖ Not competitive in my area
- ❖ Too many agents
- ❖ Bad contract
- ❖ Claims issues
- ❖ Our service department's hold times are too long
- ❖ Internet leads don't work
- ❖ No good employees in my area
- ❖ My customers don't have money

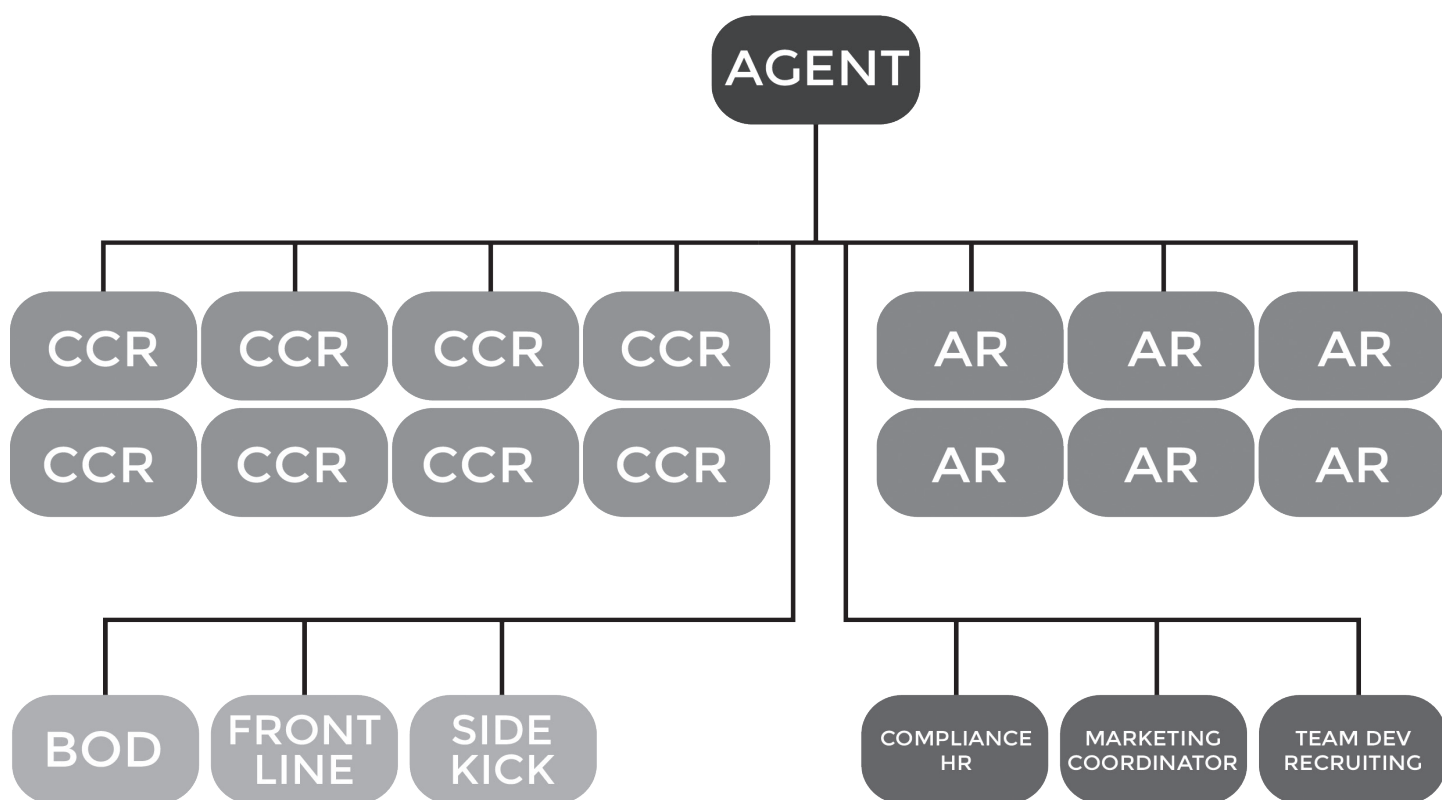
The Five Pillars

- ❖ Systems
- ❖ Capacity
- ❖ Training
- ❖ Marketing
- ❖ Culture

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Organizational Chart



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Customer Care

Account Representative

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The 32 Point Day

9-10am	15 mins	15 mins	15 mins	15 mins
10-11am	15 mins	15 mins	15 mins	15 mins
11am-12pm	15 mins	15 mins	15 mins	15 mins
12-1pm	15 mins	15 mins	15 mins	15 mins
1-2pm	15 mins	15 mins	15 mins	15 mins
2-3pm	15 mins	15 mins	15 mins	15 mins
3-4pm	15 mins	15 mins	15 mins	15 mins
4-5pm	15 mins	15 mins	15 mins	15 mins

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