

# Dealership For Life

Alan Wolford

## **Customers for Life** Carl Sewell, Paul B.

Brown, 2009-07-01 In this completely revised and updated edition of the customer service classic, Carl Sewell enhances his time-tested advice with fresh ideas and new examples and explains how the groundbreaking "Ten Commandments of Customer Service" apply to today's world. Drawing on his incredible success in transforming his Dallas Cadillac dealership into the second largest in America, Carl Sewell revealed the secret of getting customers to return again and again in the original Customers for Life. A lively, down-to-earth narrative, it set the standard for customer service excellence and became a perennial bestseller. Building on that solid foundation, this expanded edition features five completely new chapters, as well as significant additions to the original material, based on the lessons Sewell has learned over the last ten years. Sewell focuses on the expectations and demands of contemporary consumers and employees, showing that businesses can remain committed to quality service in the fast-paced new millennium by sticking to his time-proven approach: Figure out what customers want and make sure they get it. His "Ten Commandants" provide the essential guidelines, including:

- Underpromise, overdeliver: Never disappoint your customers by charging them more than they planned. Always beat your estimate or throw in an extra service free of charge.
- No complaints? Something's wrong: If you never ask your customers what else they want, how are you going to give it to them?
- Measure everything: Telling your employees to do their best won't work if you don't know how they can improve.

You're the Problem (and the Solution!) Bob Clements, Sara Hey, 2020-10-15 Have you ever wondered why some dealers are in a never-ending, all-consuming stream of struggle day after day,

while others seemed to be successful regardless of what happened to them or their dealership? The team at Bob Clements International (BCI) decided that they wanted to understand this further so that they could help dealers who were willing to put in the necessary work to reclaim their life, their sanity, and their dealership. As the BCI team dug further into what separated the dealers who were just trying to survive from the ones who were truly winning, they began to see that there were seven habits that were consistent among the best of the best. In *You are the Problem (and the Solution)*, Bob Clements and Sara Hey share what they found as they broke down each of the seven habits that winning dealers exhibited, along with real stories of dealers who moved from being the problem in their dealership to the solution.

*Auto Dealer Law* Michael Charapp, Rob Cohen, 2011-08-01 This book won't teach you how to sell cars. What this book will do is help dealers (or prospective dealers) avoid some of the common mistakes dealers make. While nothing can substitute for the gut instinct required to be a successful dealer, there are many legal pitfalls that can be avoided simply by asking the right questions about a path a dealer is about to go down. There are a lot of legal misconceptions that everybody knows in the car business. Dealers can benefit from a healthy dose of legal reality. *Auto Dealer Law* provides just that.

Automobile Dealer Problem No. 1! John Wesley Stokes, 1950

**Women Make the Best Salesmen** Marion Luna Brem, 2005-05-17 A thirty-year-old mother of two, Marion Luna Brem had just been given a death sentence: terminal cancer. She had no job. No health insurance. Her marriage would collapse under the stress of her treatment. And her most pressing concern: How do I pay next month's rent? Her first major "sale" was landing a job as a car

salesman. Within two months she had become salesperson of the month and by the end of her first year, salesperson of the year. Four and a half years after selling her first car, Brem bought her own dealership, and in the next decade went on to open additional dealerships and businesses. She beat her cancer, too. In *Women Make the Best Salesmen*, Brem reveals the top sales strategies she discovered, refined, and applied to build her multimillion dollar enterprise. But, as she points out, we are all salesmen – whether we are interviewing for a job or operating a register at a department store, trying to get our children into a special program or looking for a lifelong companion. And women, with their natural social skills and acute emotional antennae, have natural advantages both sexes can learn from. Filled with unconventional wisdom and real-life lessons, *Women Make the Best Salesmen* is the essential guide to the art of selling yourself.

*9 to 9 the Life of a Car Salesman* Richard E. Berman, 2017-11-09 This book is about the car business and the people within it. We certainly do not have the best reputation, and that we have earned. If you are curious about what goes on behind the scenes at a car dealership, look no further. The chapters of this book will give you some insight of the ins and outs as well as the myths and truths. You will soon see that not all car sales people and sales managers are bad. This book is an authentic and entertaining personal story.

The Man Behind the Sale Gary Dunning, 2020-12-10 Gary Dunning leverages his decades of experience in the car business to address one of the biggest needs in the automotive retail profession: integrity. As a believer in Jesus Christ, his vision statement propels him to teach godly principled truths so others can walk with the Lord on their way to success. Learn how to: • rise

above mediocre results to live an elevated life; • manage work time so important tasks get done first; • put the customer at the center of business; • understand the power of words in all areas of life. The author also focuses on five retail pillars that will help automotive dealerships succeed as well as how core values and principles resonate with customers. In the car business—and in all of life—understanding who you are, what you're supposed to be, what you want to be, and what you do to earn a paycheck are critical. Take actions that align with your faith with the guidance in *The Man Behind the Sale*.

*Car Buyer Secrets* Lewis Oliver, 2018-03-08 \* *Car Buyer Secrets* road map will walk you through a vehicle selection course to identify your best vehicle value.\* This knowledge will instill confidence and confidence instills the courage to never be taken advantage of.\* A 40-year auto industry insider unmask the mysteries to finally solve and win the vehicle purchase puzzle.\* Learn how to maximize trade-in value to increase down payment reducing your monthly payment. \* Learn which five numbers are critical to understand to make the very best-informed decision.\* This process saves time, frustration, and lots of money on your next vehicle purchase.

**Step Your Game Up** Roger Love, 2021-04-06 Buying a car is something that can be either a meaningful experience in getting a quality vehicle or a nightmare that will be forever etched in a customer's mind. Many of the unsatisfied buying experiences are due to the lack of training. It's also no wonder car dealerships have an eighty percent turnover rate for salespeople according to a Cox Automotive Study. Roger Love is here to change the way salespeople sell cars. Roger has spent nearly two decades in the Automotive Industry and know how to teach the basics to salespeople. Having clarity and understanding of

communication skills is what Roger truly believes gives a customer a great buying experience. In this booklet, Roger Love offers insight and wisdom from his years in the car business throughout each segment. Inside this booklet you will find statistical proof of why it is so important to build a solid foundation in your sales career through knowledge, presentation skills along with listening skills that will ensure you to fulfill a customer's needs. Having started his career out as a salesman who worked his way up to Sales Manager and to operating a Honda Dealership at one point, has allowed Roger to gain so much knowledge. Knowledge that he wishes to share with potential new and veteran salespeople. Much to be encompassed with his five key strategies that will strengthen selling skills. Readers will also enjoy reading the real-life stories Roger shares about his time in the car business and how his desire to help others to achieve success in their automotive selling careers. The desire drove Roger so much that he and his wife Tosha started Roger Love Speaks a training and personal development company. What shines the most in this booklet is the accurate insights that are given on the car business and how new salespeople can use this for leverage and become successful in the business. Roger inspires salespeople to be knowledgeable and confident in what they are doing because the public loves a confident, enthusiastic salesperson. When a salesperson becomes confident in their strategy on how to sell cars, the customer buying experience becomes even greater. Which will develop great CSI and lots of happy customers to add to a dealership's buyer experience. A NADA Academy graduate, former General Manager and School Teacher, Roger Love has been working, speaking and training in the Automotive industry for two decades. During that time Roger has dedicated his life developing

Champions in dealerships throughout the country by becoming a A Student of the Business. Top 25 Urban Role Model by Urban Family Magazine, Teacher of The Year and Coach of The Year are just a few accolades that Roger has achieved. The one area that Roger has excelled the most in, is Leadership Management.

*A Salesman!* Larry Dickman, 2016-04-18 Larry Dickmans story began on a small farm outside of Hammond, Minnesota, where he was born in 1934. When the family moved to Oregon, Larrys mother grew tired of her husbands nonstop drinking. She gave her son a choice: Come with her and his sister or stay with his father. He made the wrong choice by staying with his dad, but things brightened up at a church social when he met Elaine Rogers, the girl hed marry after serving a few years in the U.S. Navy. Becoming a family man meant paying bills, and he stumbled into selling cookware. At first, he made \$50 for every set of cookware he sold, and he felt rich. From there, it was on to selling sewing machines and cars before he joined Saladmaster. In this memoir, he shares critical lessons for sales professionals, including how to: qualify referrals in tactful ways; get follow-up appointments; and embrace change even when you like the status quo. Fifty years in direct sales has given Larry exciting lessons to share for professionals in all fields. Get ready to be delighted by the adventures of A Salesman! There are a few special people in the world who have lifted themselves up from modest beginnings to special, rewarding lives based on faith, integrity, and happiness. This book shares life lessons and wisdom from one of those special people who has, in fact, changed lives. --Keith Peterson, president, Saladmaster

**Car Dog Millionaire** Jim Flint, Michelle Lenzen, 2016-01-25 Showcasing the undeniable link between online presence and automotive sales, this

marketing guide combines a unique quiz show spin with vital information on how to make more money selling cars.

Here Comes Sim Sim Fryson, 2017-05-10 Here Comes Sim! That sign adorned the front of an old, beat-up pickup truck belonging to Sim Fryson, Sr., a black man born in the Deep South of Reform, Alabama, in 1896. There Goes Sim! read the sign on the back of the truck that Sim used to haul manure, dirt, and coal to help support his large family. Sim Fryson Jr., or Simmy, as his mother called him, was often teased as a child about that battered old truck. But he knew that his father, despite the persecution and prejudice he faced every day, was a man of extreme integrity. Sim Sr. treated everyone with respect and dignity and expected the same in return. That positive influence created in young Sim a burning desire to grow up to be a man his father would be proud of. This book is the story of the younger Sim's life and how he rose from humble beginnings to be a successful college-educated businessman, athlete, musician, family man, and community leader. He was the first black American to own multiple car dealership franchises of Mercedes-Benz, Honda, Nissan and Mazda. As a tribute to his father, Here Comes Sim adorned the front of every car he sold. Among many other honors, he has been listed in Black Enterprise Magazine as one of the top 100 Black Businesses in the country. Co-writing with author Susan Phelps Harvey, Sim tells his story with candor. Sometimes funny, sometimes awkward, but always honest and true, Sim tells it like it is, revealing his teenage escapades, his encounters with famous athletes, and his constant drive to succeed to honor his father's name. As Sim gained success, he realized that he hadn't done it all on his own. God had blessed him. He began to study his Bible as intently and carefully as he had done everything else in his life. Along



the way, he developed a new and deeper relationship with God, and discovered Bible truths that challenged him to make profound changes in the way he ran his business. His struggles with his conscience and the miraculous way God blessed his decisions to do the right thing are at the heart of this story. Sim Fryson continues to strive to live his life in a way that honors the memory of his earthly father, and, every day, he gives all the glory and praise to his heavenly Father.

**Let Me Sell You a Ferrari** Robert E.

Guarino, 2021-05-14 The moment in 1958 when a sports car-crazed youth in Massachusetts saw his first Ferrari changed his life. The black 250 GT coupe's seductive lines, purposeful air and already hallowed name seized Robert E. Guarino's imagination; just a few years later, he would be selling such cars. And in 1967, with two partners and an investment of just \$6,000 apiece, he would open a Ferrari-Porsche-Datsun dealership. This memoir follows his lifelong journey with Ferraris and other remarkable automobiles, as an enthusiast and dealer. Highlights include a nonstop drive from Chicago to Boston in a 308 GTB; rides with important figures like Piero Ferrari at Fiorano and Dario Benuzzi at Mugello; visits to the Ferrari, Maserati and Lamborghini factories; the horror of watching a delivery truck crash onto a row of new cars; and time at the wheel of such icons as the 365 GTB/4 Daytona, 250 GTO, 288 GTO and F40.

**How to Start a Used Car Dealership with Little to No Money** Ron Ash, 2018-02-12 I promise not to make this complicated. This book will be a continued value to you throughout the life of your business. You will find things in this book that established car dealerships do not want you to know. We'll discuss the ins and outs of the auto sales industry. You'll be shown insider resources

into buying, selling and financing vehicles. Secrets behind financing your inventory, sales and business will be given. I'll teach you how to be retail ready and poised for success. You'll learn how to gain instant equity to be used to grow your business. After reading this book, you will be able to start your own car dealership with little to no money and run it successfully for years

**A Used Car Dealer's Take on Jesus Christ** Steve Timmons, 2010-03 Are you tired of life as you know it? Do you feel bored with your reality, stuck in the ho-hum humdrums of your own existence? Excitement can be found in contradictions. There are few things as seemingly contradictory than a used car dealer And The most famous religious figure of all time, Jesus Christ. In A Used Car Dealer's Take on Jesus Christ, your eyes will be opened to a reality beyond the mundane of everyday life. Author and used car dealer Steve Timmons has held intimate conversation with God, gained more than one second chance to experience miracles, and has entertained supernatural beings. This remarkable collection of God encounters will refresh, restore, and create a hunger within you For The supernatural in your day-to-day life.

**The Dealership** Alan Wolford, 2015-01-13 In The Master's Plan: A Legacy and a Journey, Mary Ann Wray addresses some tough questions through personal experiences, biblical insight, and resolute faith. The Master's Plan is a testimony about the faithfulness of God in the face of unsurmountable odds. Wray recounts in great detail the tragic loss of her son, how she and her family walked through it by the unlimited grace of God, and describes other stranger-than-fiction life experiences that will astound and inspire you. This is a must-read for every believer, particularly those who struggle to resolve faith with life's realities. The author navigates her story by candid personal experiences pointing

others to the who rather than the why of life's challenges. The Master's Plan is a moving story about revived faith, renewed vision, and restored relationships. Her approach will challenge, humor, and move you to a higher level of faith.

**Your Opportunity Starts Now** Stephan

Chappell, 2012-08-01 This training manual provides the essential knowledge an Automotive Finance Manager must have to succeed.

**Stalwart Lot Rat** Scott Carlson, 2016-05-28 One big passion that motivates me has roots in my heart that are as old as I am. I was raised in poverty. I hated living that way. I grew determined to do something about it in my life. I have a heart for people who struggle in poverty. Beyond my childhood experience in poverty, it is tied to the buy-here pay-here space. I have a heart for people who are good folks who have good intentions, but maybe poor means. My big passion is to help used-car financing dealerships to sell more cars and reduce repo losses because I know the struggles they go through to grow their businesses. In our family's dealership we mastered how to overcome challenges and embrace opportunity through the years. Helping other stalwarts to succeed gives me a sense of purpose. Some of the most interesting things that occur in life are conversations. I have had many conversations with a good number of high-profile people who wanted to know my story. From start to finish I'd tell them how I came from poverty to ending up in some pretty phenomenal, high net-worth situations. So many of those people told me, You hafta tell your story. You have got to write a book. When I asked, Why? they said that my story is inspiring and could help many people in many ways to understand what we all have to go through to succeed in life and in business, and to motivate a lot of people. So I decided to write a book. After I began the process and have been thinking through things, I

started to see how others will view my life from a written, documented point of view. When we look back on our lives and verbally tell our stories to people, it's different. In print, we start to see it. We get a picture of how somebody could benefit from what happened to us. I realized that I do have a lot to say and I believe what I know and have experienced in the used-car finance business through the last 45 years can help anyone in business, and specifically the guys in the buy-here pay-here industry. In this book, you will find tips about the industry and what it takes to win. There is information about how to be an entrepreneur and what it takes to succeed and how you've got to push against all odds to get out of life what you want. There is a lot of that in this book. When I was going through the school of hard knocks and my family's buy-here pay-here business and later my indirect lending business was growing at a very fast pace, there was not really anybody to turn to for consulting. However, in the industry today there are industry trade show conferences, there are Twenty Groups, and there's a lot of information out there to lean on. My book is another way that somebody in the buy-here pay-here business can get information from an expert to help them over some hurdles rather than charge through all of the challenges like a bull. You can go through the pain alone if you want to. You can do that and still succeed because there's enough profit margin in the industry to allow for the mistakes you're going to make. But why go through those? Learn from professionals. Learn from the guys who have already been there. Learn from someone like me who has developed tools to make your life easier. High on the scale of things that bring you success as an entrepreneur is that you must be open. You must have an open mind toward anything that could possibly accelerate you in business or help you get off the ground. Don't be

close-minded. You increase your chances of failing if you are close-minded. One last piece of advice before you discover the treasures buried throughout this book: to the degree that you're able, in whatever industry you are, do your best to move away from being a personality-driven business and into more of a systems-driven business. It's a lot easier to exponentially grow a systems-driven business than a personality-driven business. Get this book to find out why.

Car People Richard Merrill Dalton, Jr., 2001 We are overstocked and that is our problem, but it can be good for you as prices have never been lower says the nice man in the television ad. Or It is Tax time and we have to get rid of 100 cars this week before the tax man comes. The perils of purchasing a car are discussed in this short narrative, which is dedicated to the American Auto Sales Industry. Cars should be labeled like cigarette packages as being harmful to your health. People fear the task of buying a car, much the same as giving a speech in public. It ranks with fear of Death. Yet like the lemming that continually march to the sea, people continually march to the lot and are the gluttons for the product. The ordeal is sometimes traumatic but never dull. The advertising, the sales gimmicks and chicanery of the auto business are reveled in this humorous anecdotal account of Car Man. The fantasies and greed of the owners to the avarice of the sales managers are exposed to the naked eye. Reading is believing, times change, models change, years go by but car man's tactics remain constant. The inner life of the Car Man is exposed in a humorous tongue in cheek approach. The author attempts through personal knowledge to tell the public of the inner workings of the auto sales business. The life and times of CAR MAN. His methods, his lifestyle, his basic motivations are laid bare to the public in this expose. Beginning

with the history of the automobile and its influence on the lifestyles of the southwest in the early parts of the 20th century taking into account the daily boring grind of the auto salesperson to the final excitement of the closing. The endless cold and lonely hours out on the LOT. Car man's environment. His social habits as well as his Sociopathy. Looking at the inner secrets of the auto dealership to include: invoices the most treasured artifact of the auto business. Documents that the CIA cannot see. Compared to this in-depth treatise the inner workings of the Masonic Lodge are general knowledge and mundane. Then taking the reader a step further so as to look at the futuristic marketing of autofliers the Buick or Oldsmobile of the future. Looking at artificially maintained atmospheres in biospheric domes. We will discover that in spite of adverse elements, CAR MAN will adapt and prevail.

*The life of the author. The old batchelor. The double dealer. Love for love William Congreve, 1774*

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**Dealership For Life  
Introduction**

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