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## Sample BHPH Group FOURTH MEETING

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### THE CHEYENNE MOUNTAIN RESORT

3225 Broadmoor Valley Road  
Colorado Springs, Colorado  
800.428.8886

Meeting Chairman ..... **Mr. Chariman**  
COMPANY NAME

Executive Conference Moderator ..... **Xxxxxx Xxxxxx**

**LEEDOM and ASSOCIATES, LLC**

### Friday October 14, 2005

Welcome Reception.....7:00 PM to 9:00 PM

### Saturday October 15, 2005

Breakfast.....7:30 AM

Meeting.....8:00 AM to 5:00 PM

Lunch.....12:15 PM

Group Dinner.....6:15 PM

### Sunday October 16, 2005

Breakfast.....7:30 AM

Meeting.....8:00 AM to 12:30 PM

# BHPH Sample Agenda

**Saturday, October 15, 2005 – 7:30 AM to 5:00 PM**

1. 7:30 AM **Breakfast in Meeting Room**
2. 8:00 AM **General Business Session –Mr. Chariman, Meeting Chairman**

- A. Welcome to Member Candidates
  - Self-introduction of Members Candidates
  - Yourself and your family
  - Your business career – “How did you happen to get into this business?”
  - Your organization, facility, market(s), employees, # of accounts, A/R size....
  - Prior Twenty Group experience, if any?
  - Your goals and ambitions, both personal and professional
  - Other businesses in which you are involved
- B. Announcements – **Chuck Bonanno**
  - Meeting pack and agenda
  - Schedule Executive, Agenda and Site Committee Meetings
  - Future meeting dates and sites
  - Other announcements
- C. If any Member is considering leaving early, before the final adjournment on the last day, they should have made their request and reasons known to **Mr. Chairman, Meeting Chairman**, prior to this meeting.
- D. The success of this meeting is wholly dependent upon the desire, curiosity and participation of each member. Members must come to the table prepared to share the results of their successes or frustrations. ***“Bring one idea and take home twenty.”***
- E. Meeting Expenses – Every member coming to the meeting will be expected at each function unless Leedom and Associates is notified to the contrary three days prior to the meeting. Hotels and restaurants will be given guarantees based on this policy. Please review the roster of activities prior to the meeting and notify **Jessica Reese** of any changes at **800.966.8733**.

3. 8:15 AM **Focus Statement for our Meeting**

We will take a few moments to identify any specific topics not addressed in our agenda that any member would like to see discussed during this meeting. We have a lot of material to discuss so let's get started....

## Saturday, October 15, 2005 – Continued

4. 8:30 AM

### Idea Time

Each **Member** and **Candidate** is expected to enter this competition, presenting an idea or procedure that he/she feels every member could implement. The goal of this session is for each Member to present a concept that, if implemented, **will make or save the other Members enough money to pay for this trip.**

### Idea Time – Continued



**\*\*\* Bring 25 Copies of a Handout Supporting Your Presentation \*\*\***

Each Member will contribute \$20.00 to the Idea Fund. **Non-participation now costs \$100.00!!!!**

After each presentation, the Members will vote on merits of the idea submitted to them. The two Members with the most votes will split the kitty.

#### Rules:

- A. Your idea must have been tried and proven.
- B. You **must** have a hand-out to qualify.
- C. Five (5) minute presentation time limit.
- D. You must be present to win.
- E. Ten point voting system to be used. Vote after each presentation. You **cannot** vote for yourself.

#### Awards:

1st place = 2/3 of kitty

2nd place = 1/3 of kitty

***Votes of 1-10 will be accepted. Vote 10 for the best idea; vote 1 for the worst idea.***

5. 10:30 AM

### Beverage Break

6. 10:45 AM

### Collection Techniques: Tips, Tricks and Procedures To Collect More Cash – A Presentation by Chuck Bonanno



Your moderator will lead this session and provide each member with valuable tools, tricks and techniques you can use to collect more money, more often and with less effort and/or expense. The session will discuss proper methods to work with the customers rather than against them. This session will include payment arrangements, partial payments, proper use of deferrals, extensions and rewrites and positive reinforcement collection tools. This session will help you incorporate a better *culture* in your collection department. There will be time to ask questions at the end of the presentation.

***Power Point Presentation – Need AV Set-up***

**Saturday, October 15, 2005 – Continued**

7. 12:30 PM **Lunch**

8. 1:15 PM **Composite Review – Chuck Bonanno, Moderator**

We will be using the **September-2005** composite so make sure your operating results were submitted for **September**. We request that you input/submit your reporting forms by **Tuesday, October 11, 2005** so that we have time to produce the Composite prior to the meeting. **There can be no exceptions to the composite deadline!!!!**

**Member** was presented the **MONKEY, again** at our July 2005 meeting in Denver. His Net to Gross Percentage had dropped to **30.1%**. He has dropped from 45% to 38% to 30% over the past year. His goal was to achieve a percentage of **35.0% by this meeting**. He will report on his progress and relinquish the **MONKEY** to another deserving member.

***Your moderator will provide each participating member with 1-2 challenges during this composite study in order to give some direction to each member you leave Orlando.***

**\*\*Moderator Goals for Group:**

#1:	30+ Day Delinquency to 5.00%	Current/Actual	12.76%
#2:	Annual Inventory Turn to 6.00	Current/Actual	3.56
#3:	Overhead Per Vehicle Sold to \$1,400	Current/Actual	\$1,624
#4:	30+ Day Delinquency to 5.00%	Current/Actual	12.97%
#5:	Sales Volume to 20 Units	Current/Actual	15 units
#6:	Gross As a Pct. of Sales to 50.0%	Current/Actual	44.6%
#7:	Gross As a Pct. of Sales to 50.00%	Current/Actual	42.50%
#8:	Monthly Sales Volume to 35 Units	Current/Actual	23 Units
#9:	Net To Gross Pct. to 40.00%	Current/Actual	30.50%
#10:	Interest to C/O Ratio to 0.75	Current/Actual	0.53
#11:	Interest to C/O Ratio to 0.75	Current/Actual	0.46
#12:	Interest to C/O Ratio to .75	Current/Actual	0.49
#13:	Gross As a Pct. of Sales to 50.0%	Current/Actual	44.2%

9. 2:45 PM **Beverage Break**

**Saturday, October 15, 2005 – Continued**

10. 3:00 PM **Composite Study and Review – Continued**

11. 4:15 PM **In-House Warranties and Service Contracts**



Each member who gives/packs/sells an in-house warranty or service contract is asked to share their product with the other members of the group. Please come prepared to discuss the costs of the program, the benefits of the program and the real-world application of this type of product. Please bring enough copies (**25** copies) of any formal warranty/service contract you give/sell in your dealership. If you do not have a formal warranty or service contract, be willing to discuss what policies you have in place to deal with customer repairs after the sale.

12. 5:00 PM **Adjourn for the Day**

**PLEASE JOIN US FOR A GROUP  
DINNER**

**LET'S MEET AT 6:30 PM**

**Sunday, October 16, 2005 – 7:30 AM to 12:45 PM**

13. 7:30 AM **Full Breakfast**

14. 8:00 AM **Review Of Meeting Discussion From Saturday**

15. 8:05 AM **Business Session**

- A. Executive Committee Selection
- B. Proposed prospects for membership
- C. Verification of roster information
- D. Review and Adoption of Bylaws
- E. Review and selection of future meeting sites and dates:

- #17 April 21-23, 2006 (F,S,S) **CONTRACTED**  
**SCOTTSDALE MARRIOTT – Scottsdale, AZ**  
**Rates: Suite Single/Double**  
**Phone:**  
Chairman: \_\_\_\_\_
- #18 July 21-23, 2006 (F,S,S) **CONTRACTED**  
**BIG CEDAR LODGE – Ridgedale, Missouri**  
**Rates: Standard Valley View Room**  
**Phone:**  
Chairman: \_\_\_\_\_
- #19 October 13-15, 2006 (F,S,S) **CONTRACTING**  
**TO BE DETERMINED – New York City, New York**  
**Rates:**  
**Phone:**  
Chairman: \_\_\_\_\_
- #20 April 13-15, 2007 (F,S,S)  
**SITE TO BE DETERMINED TODAY-**  
Chairman: \_\_\_\_\_
- #21 July 19-22, 2007 (T,F,S,S)  
**TO BE DETERMINED – Jackson Hole, Wyoming**
- #22 October 2007 (F,S,S)  
**DATE AND SITE TO BE DETERMINED TODAY**

**Sunday, October 16, 2005 – Continued**

16. 8:25 AM **Requested Agenda Topics & Other Paperwork**

- A. **Agenda Topic Form** – Please take a few minutes to complete the yellow Agenda Topic form as well as your commitment sheets, any CAD sheets and your Meeting Evaluation Form.
- B. Collection of the forms for the next meeting and review
- C. Chairperson for next meeting

17. 8:45 AM **Positive Reinforcement Programs/Techniques To Encourage On-Time Payments**



Please come prepared to discuss any programs or techniques you incorporate in your collection system that reinforce your customers to pay on time and/or in person. If you have a formal program, please bring enough descriptive handouts (**25** copies) for each participating member to take home with them. These programs can be games, events, prizes or customer appreciation events. The key element must be that that your idea encourages your customers to pay on time or one that recognizes and thanks the customer who pays on time. Please discuss any results/value you can attribute to the program and/or the goodwill generated between you and your customer.

18. 10:30 AM **Beverage Break**

19. 10:45 AM **Charge-Off Account Study: A Sample of 25 Recent Charge-Offs**



Each member must complete the supplied spreadsheet and return it to the Leedom and Associates office by fax or e-mail prior to **Tuesday, October 11, 2005**. This spreadsheet is to be completed for your **most recent 25 charge-offs**. Do not use any “rollover” charge-offs or any that where you have not processed the repossessed vehicle. The fields are self-explanatory and we have included a sample for you to copy. If you have any questions, please contact Chuck or Butch Moore in the office any time. If you would like to fill out this spreadsheet using *Excel*, please request an electronic copy of the spreadsheet, otherwise fill in by hand and fax to 941-371-2874.

***Please send legible copies as we will review the information provided and need to be able to read your comments.***

**Sunday, October 16, 2005 – Continued**

20.    12:30 PM        **Ask the Board Session**

At our last meeting we covered some excellent topics during our “Ask the Board” session. We will again allow the last hour or so of our meeting for an open discussion of current hot topics and issues our members are facing. Please note any item you wish to discuss during this time. Thank you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

21.    12:55 PM        **Closing Comments by Chuck Bonanno & Mr. Chairman**

22.    1:00 PM        **Meeting Adjourned**

**HAVE A SAFE TRIP HOME!**