



THE TSS INSIDER

IS YOUR SALES TEAM SLIPPING? YOUR GUIDE TO GETTING BACK ON TRACK WITH DAILY DISCIPLINES

Hello Team, have you ever been caught off guard, only to realise you didn't achieve the results you wanted? It's like a frog in a pot of water, comfortable at first, then suddenly the water is boiling and it's too late to jump out.

Right now, this may feel familiar. New competitors are entering the market, and soft selling skills remain a challenge for many of our sales consultants.

Here's the silver lining: this is a learning moment. I've been here many times, selling cars, managing teams, and now leading TSS. I call it *"finding the line," spotting when results aren't where they should be and ramping things back up.*

When we notice we're off track, we refocus on what works, cutting distractions and honing in on **activities that drive results.** I call this *"keeping the main thing, the main thing."*

It's crucial to spot issues early and act fast, holding the team accountable and giving them a *"rocket"* to improve. But it's not about blame. Neither your team nor you are at fault. Both are responsible, but as salespeople, we're wired for interactions, rapport, and connection.

What we're less wired for are the disciplines of consistently following through on the most impactful activities. **Even if a month seems lost, a focused week can turn things around.** When urgency hits, we find a way, meeting more customers, following up, negotiating, and closing.

The key to smoothing peaks and troughs is preventing us from going off course. I've found a simple, daily method that works for me, and hopefully it works for you too.

Weekly Planning (on paper!)

I plan my week in advance, listing key focus areas aligned with my goals, and review them daily. For example:

- Follow up on all open leads to increase turnover

- Close pending prospects to boost sales
- Improve presentation skills, helping more customers get what they want

Daily To-Do List

Each morning, I write my priorities for the day, ensuring they connect to at least one weekly focus area. This keeps me aligned with bigger goals. Think small bites of an elephant; eventually, you'll have eaten it!

Clear, SMART Goals

For example, a target of 100 cars at \$1,750 average gross. Set weekly topics to support this, such as increasing face time with customers, presentations, role-playing negotiations, or revising objection scripts.

Pass the Focus On

Make priorities visible to your team through meetings, role plays, and coaching. When everyone understands the main focus, they're more likely to prioritise what matters most.

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We learn, practice, share, then master. When your team can articulate goals, that's mastery. Teaching others makes us better because it forces deep understanding.

Follow these strategies and you'll keep the team focused on what matters: longer customer visits, targeted presentations, overcoming objections, and closing deals. Everything else becomes secondary.

Focus, consistency, and daily discipline are what keep results on track. Day by day, step by step, that's how you keep the main thing, the main thing, and hit your targets, no matter the market.

FEEDBACK FROM DEALERS

In a busy, hectic and ever changeable automotive climate, I've needed a recruitment and training company that can respond extremely quickly to my needs. Steve Curran at Total Selling Solutions has not let me down over the past 10 years we've done business together.

Luigi B
Dealer Principal

Total Selling Solutions has provided sales training and recruitment services to our group since 2006. My experience working with Steve Curran and the team has been highly professional. They consistently deliver on their promises, offering a win-win strategy that drives results.

George S
Dealer Principal

TSS has provided us with ongoing and relevant training to adapt to our rapidly changing industry, that helps our staff deliver a very well informed and professional phone experience together with a very user friendly tool to measure and track our progresses.

David N
Dealer Principal



ENROL 2, 3 OR MORE AND SAVE* SPECIALTY TRAINING COURSES DESIGNED FOR YOUR DEALERSHIP

✓ Sales Cadets ✓ Sales Executives ✓ Sales Managers ✓ Service Advisors ✓ Sales Teams

SALES CADETSHIP COURSE

Accelerate your sales trainee's progression from static to selling in just 6 weeks with our comprehensive certified Sales Cadetship Training Course. Our blended approach combines engaging online modules with live Q&A sessions led by TSS training specialists, ensuring your new recruits are equipped with the knowledge and confidence to excel in the Walk-In Sales Process and Sales Call Handling.

INVESTMENT 1 CADET **\$1897***

2 CADETS **\$1697 ea*** 3+ CADETS **\$1597 ea***

WHAT'S INCLUDED?

- 6 Live weekly training sessions with TSS specialist trainers
- Walk-In Sales Process and Sales Call Handling
- 2 Courses, 23 online and workbook topics
- 59 Instructional videos and testing
- 188-Page hard copy workbook
- Sales manager and cadet collaboration program
- Push notifications with link to weekly content
- Graduation certificate and deal pen on course completion



SERVICE EXCELLENCE COURSE

The Service Excellence Course is an 8-week program designed to enhance the skills of new to intermediate service advisors. Progress will be monitored closely in customer service, communication, technical knowledge, and problem solving. Completion of the course will provide advisors with the necessary tools to excel in their roles and provide exceptional customer service.

INVESTMENT 1 ADVISOR **\$1497***

2 ADVISORS **\$1297 ea*** 3+ ADVISORS **\$997 ea***

WHAT'S INCLUDED?

- 8 Weeks of training
- Live training support from TSS specialist trainers
- 29 Online and workbook topics, 43 instructional videos and testing
- Detailed interdepartmental training plan
- Onsite accreditation with a TSS specialist trainer
- 107-Page hard copy workbook
- Service management and advisor collaboration program
- Graduation certificate on course completion



SALES EXECUTIVE MASTERY COURSE

Elevate your sales executives' capabilities with our intensive 8-week training program. Participants will refine customer engagement techniques, focusing on improving the Walk-In Sales Process and Sales Call Handling Skills. Executives will delve into case studies comparing individual performance to team metrics, identifying areas for improvement. A detailed action plan will be created to drive results.

INVESTMENT 1 EXECUTIVE **\$1497***

2 EXECUTIVES **\$1297 ea*** 3+ EXECUTIVES **\$997 ea***

WHAT'S INCLUDED?

- 8-Week comprehensive course
- Live training support from TSS specialist trainers
- Executives will self analyse through case studies creating an action plan
- Refine training on Walk-In Sales Process and Sales Call Handling
- 2 Courses, 27 online and workbook topics
- 54 Online instructional videos and testing
- Comprehensive 110-page hard copy workbook
- Graduation certificate upon course completion



SALES MANAGEMENT LEADERSHIP COURSE

Elevate your sales team's performance with our 4 part, 8-week management leadership course. Focus on areas like sales team performance, conversion rates, and team motivation. Dive into case studies and create a 30-day action plan tailored to your showroom. Our practical, hands-on approach ensures theory is put into practice for impactful results. Elevate your team's success with this exclusive program.

INVESTMENT 1 MANAGER **\$1597***

2 MANAGERS **\$1497 ea*** 3+ MANAGERS **\$1297 ea***

WHAT'S INCLUDED?

- 8-Week comprehensive course
- Live training support from TSS specialist trainers
- Walk-In Sales Process and Sales Call Handling processes
- 4 Case studies and business plans
- 25 Online and workbook topics
- 27 Instructional videos and testing
- An extensive 119-page hard copy workbook
- Graduation certificate on course completion



SPECIALTY WALK-IN SALES PROCESS COURSE

Elevate your sales team with our full-day training, featuring 70% interactive role-plays and 30% theory. Master every step of the Walk-In Sales Process, from vehicle presentation to closing. With expert guidance, your team will sharpen skills, boost teamwork, and drive sales, profits, and customer satisfaction. Perfect for trainees, consultants, and managers seeking success.

INVESTMENT 1 FULL DAY ONSITE TRAINING **\$6995***

WHAT'S INCLUDED?

- Front line staff (Sales Managers, Business Managers, Aftermarket Consultants, Sales Consultants and Cadets)
- Full day onsite training (20-30 participants)
- Two automotive experienced TSS specialist trainers
- Expert facilitation
- Structured theory and interactive role plays
- Pre and post management feedback
- Dealership training alignment
- Industry specific workbooks
- Post satisfaction and participant sign off surveys

