



DUANE EN MARINO AUTOMOTIVE SOLUTIONS

## Service Advisor FLOW Feedback

Name: Joshua Brana  
Position: Service Advisor  
Facility: Midway Nissan  
Date: Sept 13 2023 Location: Toronto

What did you find most beneficial?

TIPS on how to talk to people

How would you rate the instructor?

10/10

What kind of additional training would you like?

More Sales and Selling tactics

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: great and Funny Speaker and lots  
of good tips

Could we use your comments in our advertisements? ☒

Signature: 

THANK YOU!



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## Service Advisor FLOW Feedback

Name: DIMITRIOS (Jimmy) MIHAS.  
Position: SERVICE ADVISOR.  
Facility: PRECISION HONDA.  
Date: SEPT 13/2023 Location: TORONTO.

What did you find most beneficial?

KNOWLEDGE ON HOW TO APPROACH CLIENTS. BASED ON  
MIRROING MOODS & PAIN / PLEASURE METHOD.

How would you rate the instructor?

FANTASTIC.

What kind of additional training would you like?

SELLING & ADDITIONAL SERVICE TACTICS

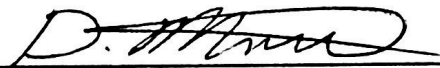
Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: VERY INFORMATIVE, SMOOTH PRESENTATION  
& GREAT FLOW TO THE SHOW.

Could we use your comments in our advertisements? ☐

Signature: 

THANK YOU!



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## Service Advisor FLOW Feedback

Name: SANDRO PASSARELLI  
Position: Service Advisor  
Facility: Precision Honda  
Date: Wed, Sep 13 2023 Location: Toronto

What did you find most beneficial?

Info on selling tactics ex Pain / Pleasure

How would you rate the instructor?

10/10 Engaging and Informative

What kind of additional training would you like?

Sales tactics

Was the workshop:

Extremely Beneficial ✓

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ✓ No \_\_\_\_\_

Comments: Great experience

Could we use your comments in our advertisements? ✓

Signature: 

THANK YOU!



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## Service Advisor FLOW Feedback

Name: JIBIN SAMUEL  
Position: SERVICE ADVISOR  
Facility: MARKHAM INFINITI  
Date: 09/13/2023 Location: TORONTO

What did you find most beneficial?

Being Very knowledgeable, Different training Method,  
which is more about improve as a person in sales

How would you rate the instructor?

9.5 10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: ~~Very important~~ ~~in car~~

Could we use your comments in our advertisements? Yes

Signature: 

THANK YOU!





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## Service Advisor FLOW Feedback

Name: John Montague  
Position: Service Advisor  
Facility: St Catharines Valleys way  
Date: Sept 13/27 Location: haverhill Castle Terrace

What did you find most beneficial?

Sell on Pain

How would you rate the instructor?

10

What kind of additional training would you like?

More Selling Skills for advisors

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: have done a number of training with Duane and each time ~~training~~ gets better

Could we use your comments in our advertisements? ☒

Signature: John Montague

THANK YOU!



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## Service Advisor FLOW Feedback

Name: Luis Aguilar  
Position: Service advisor  
Facility: Maple Toyota  
Date: Sept 13 Location: Toronto

What did you find most beneficial?

tips on body language, selling

How would you rate the instructor?

Great, clear, to the point

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Very informative

Could we use your comments in our advertisements? ☒

Signature: [Signature]

THANK YOU!



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## Service Advisor FLOW Feedback

Name: Scarlett Tisi  
Position: Service advisor  
Facility: St. Catharines Volkswagen  
Date: Sept 13/23 Location: St. Catharines Western Harbour

What did you find most beneficial?

positive motivation

How would you rate the instructor?

10/10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Dalane is very engaging & motivated.

Could we use your comments in our advertisements? yes

Signature: Scarlett Tisi

THANK YOU!



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## Leadership & Management

Name: Danny Becenello  
Position: Sales Manager  
Dealership: 401 B&B Drive W/ Years in Business: 23 yrs  
Date: Apr 15 Location: Westin

What did you find most beneficial?

Standing feel out ✓

How would you rate the instructor?

Great 5 star

What kind of additional training would you like?

Drinking

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: \_\_\_\_\_

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## Leadership & Management

Name: ATIE QURESHI  
Position: SALES MANAGER  
Dealership: HALTON HONDA Years in Business: 8 YRS  
Date: SEP. 15, 23 Location: BURLINGTON

What did you find most beneficial?

ALL OF IT

How would you rate the instructor?

10

What kind of additional training would you like?

FOLLOW UPS OR ANY NEW

Was the workshop:

Extremely Beneficial Yes

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ✓ No \_\_\_\_\_

Comments: Thanks for being there

Could we use your comments in our advertisements? Yes.

Signature: ASO

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## Leadership & Management

Name: CHUCK FRANK  
Position: NEW CAR SALES MANAGER  
Dealership: PROVINCIAL CHRYSLER Years in Business: 44 yrs  
Date: SEPT 15/23 Location: TORONTO ★

What did you find most beneficial?

NEW IDEAS ON HOW REACH DESIRED GOALS

How would you rate the instructor?

5 STARS

What kind of additional training would you like?

ROLE PLAYING

Was the workshop:

Extremely Beneficial ✓

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ✓ No \_\_\_\_\_

Comments: GREAT CLASS

Could we use your comments in our advertisements? YES

Signature: CF

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## F&I FLOW Selling Feedback

Name: DJURRI NG.  
Position: F&I  
Dealership: MARKHAM INFINITI  
Date: SEPT 14, 2023 Time in business: 16 yrs \*

What did you find most beneficial?

NEW TYPE OF SELLING

How would you rate the instructor?

5 STARS

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ✓  
Beneficial \_\_\_\_\_  
Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES / NO \_\_\_\_\_

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? YES

Signature: 

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## F&I FLOW Selling Feedback

Name: Manav Mehta  
Position: Sales Manager  
Dealership: Ajax Nissan  
Date: 09/14/23 Time in business: 4 years

What did you find most beneficial?

Steps to get a turnover done and make most of it in less time.

How would you rate the instructor?

5 stars out of 5

What kind of additional training would you like?

Sales Management.

Was the workshop:

Extremely Beneficial ☒

~~Beneficial~~ ☐

~~Of Some Value~~ ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? \_\_\_\_\_

Signature: \_\_\_\_\_

Manav  
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## F&I FLOW Selling Feedback

Name:

Larry Dawson

Position:

F&I

Dealership:

Jack McGee Chevrolet

Date:

09/14/2023

Time in business:

14 years

What did you find most beneficial?

Different ways to stay on top of things

How would you rate the instructor?

Perfect 10 out of 10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☐ NO ☒

Comments:

Could we use your comments in our advertisements?

Signature:

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## F&I FLOW Selling Feedback

Name: Mia von Hatten  
Position: F+I  
Dealership: Stoekie Chrysler  
Date: Sept 14, 2023 Time in business: 7 years

What did you find most beneficial?

---

How would you rate the instructor? 5 star Fantastic!

---

What kind of additional training would you like?

---

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: \_\_\_\_\_

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Could we use your comments in our advertisements? Yes

Signature: \_\_\_\_\_

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## F&I FLOW Selling Feedback

Name: Michelle  
Position: FS  
Dealership: CLARKSVILLE VW  
Date: 9/14/2023 Time in business: 10 y

What did you find most beneficial?  
WARRANTY EXCLUSIONS - BEST PRACTICES

How would you rate the instructor?  
10/10

What kind of additional training would you like?


Was the workshop:  
Extremely Beneficial ✓  
Beneficial         
Of Some Value       

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO       

Comments:       

Could we use your comments in our advertisements? ✓

Signature: 

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Name: Tom Murphy  
Position: Financial Representative  
Dealership: \_\_\_\_\_  
Date: Sept 14/23 Time in business: 20

Definitely

Great. 10/10

What kind of additional training would you like?  
perfect

Extremely Beneficial X  
Beneficial \_\_\_\_\_  
Of Some Value \_\_\_\_\_

YES X NO       

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? YES

**THANK YOU!**



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## F&I FLOW Selling Feedback

Name: Phil Mullin  
Position: FINANCE MANAGER  
Dealership: THE CAR LOT ETC -  
Date: Sept 14 / 12 Time in business: 34 YRS ★

What did you find most beneficial?

KEEPING THE FLOW GETTING - BACK TO BASICS - ASK EVERY DEAL

How would you rate the instructor?

GREAT VERY SMART INFORMATIVE

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ✓  
Beneficial         
Of Some Value       

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO       

Comments: I BELIEVE SET GOALS AT WORK

Could we use your comments in our advertisements? yes

Signature: 

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## F&I FLOW Selling Feedback

Name: Tara Fallah  
Position: ESM  
Dealership: Markham Infiniti  
Date: 09/14/2023 Time in business: 7 years \*

What did you find most beneficial?

going through protection without menu and starting with not. is covered by warranty

How would you rate the instructor?

10/10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ✓

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO \_\_\_\_\_

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ✓

Signature: 

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## F&I FLOW Selling Feedback

Name: Shane Ma  
Position: F&I Manager  
Dealership: Village Nissan  
Date: Sep 14, 2013 Time in business: 8 yrs ★

What did you find most beneficial? <sup>introduction</sup>  
logical and clear ~~process~~ for F&I office process

How would you rate the instructor?

5 stars

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: \_\_\_\_\_

**THANK YOU!**



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## F&I FLOW Selling Feedback

Name: Michelle Sharr  
Position: Fsm  
Dealership: Village Nissan  
Date: Sep 14. 2023 Time in business: 10 yrs + **A**

What did you find most beneficial?

The diagrams

How would you rate the instructor?

10/10

What kind of additional training would you like?

Maybe more for objection

Was the workshop:

Extremely Beneficial ✓

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

Could we use your comments in our advertisements? ✓

Signature: *M. Sharr*

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## F&I FLOW Selling Feedback

Name: Shayne Segueira  
Position: Sales / hybrid.  
Dealership: Village Nissan  
Date: Sept 14 / 23 Time in business: 30 yrs. ★

What did you find most beneficial?

how to set up f&i products.

How would you rate the instructor?

10+.

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: The flow of how to bring up  
products & the explanations with drawing were really  
effective.

Could we use your comments in our advertisements? Sure.

Signature: Shayne Segueira

**THANK YOU!**

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## F&I FLOW Selling Feedback

Name: Crystal Norris  
Position: Director of Financial Services  
Dealership: Macmaster Buick GMC Inc.  
Date: 09/14/2023 Time in business: 11 years **A**

What did you find most beneficial?

Process, set up + mindset information

How would you rate the instructor?

11/10

What kind of additional training would you like?

More info on internal structure work.

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: \_\_\_\_\_

**THANK YOU!**



DUANE EN MARINO AUTOMOTIVE SOLUTIONS

## F&I FLOW Selling Feedback

Name:

Shawn D'Souza

Position:

Finance Services Manager

Dealership:

Bramgate VW

Date:

Sept. 14/2023 Time in business:

7 years

What did you find most beneficial?

The FLOW Process

How would you rate the instructor?

10 out of 10.

What kind of additional training would you like?

Video training

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? Yes

Signature:

  
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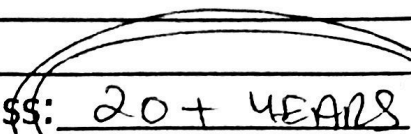
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## F&I FLOW Selling Feedback

Name: AMT MISTRY  
Position: F31  
Dealership: ATAX NISSAN  
Date: SEPT 14/23 Time in business: 20+ YEARS 

What did you find most beneficial?

Flow Process - Closing Techniques

How would you rate the instructor?

15/10

What kind of additional training would you like?

SALES PROCESS - TRANSFER TO F31 OFFICE

Was the workshop:

Extremely Beneficial ✓

Beneficial \_\_\_\_\_

Of Some Value \_\_\_\_\_

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

Could we use your comments in our advertisements? YES

Signature:   
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## F&I FLOW Selling Feedback

Name: DARREN SEWENSKY  
Position: FSM  
Dealership: Orangeville Chrysler.  
Date: Sept 14/23 Time in business: 12 yrs. ★

What did you find most beneficial?

Personal Stories that corroborate his feelings

How would you rate the instructor?

5★

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ☒

Beneficial ☐

Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: Many new tips I can utilize.

Could we use your comments in our advertisements? Yes. - NO VIDEO though.

Signature: [Signature]

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## F&I FLOW Selling Feedback

Name: Adam Dagostino  
Position: Finance Manager / Sales Hybrid  
Dealership: Car Central  
Date: 09/14/23 Time in business: 7 years ★

What did you find most beneficial?

Visual Aids

How would you rate the instructor? 10/10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial ✓

Beneficial       

Of Some Value       

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ✓ NO       

Comments: Added many useful tools to the belt!

Could we use your comments in our advertisements? ✓

Signature: 

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## F&I FLOW Selling Feedback

Name: Brad Corbett  
Position: F&I  
Dealership: Orangeville Chrysler  
Date: 09/14/2023 Time in business: 22 years

What did you find most beneficial?

- Reset, refocus, flow, refocus on shifting trends and processes.

How would you rate the instructor? 5 Star - It's Real!

Always the best as he has nobody in his back pocket dictating how it has to be

What kind of additional training would you like?

or I will watch more Duane TV

Was the workshop:

Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?

YES ☒ NO ☐

Comments: Always a pleasure, thank you Duane.  
more than you realize I value seeing you.  
I truly needed this refocus. Thank you

Could we use your comments in our advertisements? Yes

Signature:

**THANK YOU!**

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**Leadership & Management**

Name: CRAIG REAUME  
 Position: DEALER PRINCIPAL  
 Dealership: REARME CREDIT (Years in Business: 31)  
 Date: FEB 17 Location: TORONTO

What did you find most beneficial?  
BASIC STRATEGIES PUT INTO REAL LIFE

How would you rate the instructor?  
GREAT ENERGY, FUNNY, EDUCATIONAL

What kind of additional training would you like?  
FEI

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: TIME WENT BY FAST AS I WAS INTERESTED TO KEEP LEARNING MORE

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

**Leadership & Management**

Name: Liam Lawler  
 Position: Sales Manager  
 Dealership: Danelli Kia (Years in Business: 6)  
 Date: FEB 17, 2023 Location: Toronto

What did you find most beneficial?  
Explanation of the psychology of managing/leading.

How would you rate the instructor?  
Engaging and very knowledgeable.

What kind of additional training would you like?

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments:

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

**Leadership & Management**

Name: Darlene Valles  
 Position: Operations Manager  
 Dealership: Genesis London (Years in Business: 25+)  
 Date: 02/17/2023 Location: Toronto

What did you find most beneficial?  
New ideas on how to lead my team

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
I like in person and via online recordings about motivation and personal growth.

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: Thank you so much Duane and team!

Could we use your comments in our advertisements? ☒

Signature: D. Valles  
**THANK YOU!**

**Leadership & Management**

Name: Veronica Sharpe  
 Position: Sales - Transitioning to another leadership  
 Dealership: Hyundai (Years in Business: 12)  
 Date: FEB 17 Location: Toronto

What did you find most beneficial?  
explained the whole course great

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
Any available for personal growth

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: Look forward to using DO many tips

Could we use your comments in our advertisements? ☒

Signature: Veronica Sharpe  
**THANK YOU!**



## **Leadership & Management**

Name: BRAD HAYWOOD  
 Position: GENERAL MANAGER  
 Dealership: RED BOYER CBG (Years in Business: 13)  
 Date: FEB 17/23 Location: TORONTO

What did you find most beneficial?  
EASY WAYS TO TRAIN / LEAD / COACH

How would you rate the instructor?  
EXCELLENT

What kind of additional training would you like?

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: GREAT DAY! NICE TO ATTEND / LEARN

Could we use your comments in our advertisements? YES

Signature: [Signature]  
**THANK YOU!**

## **Leadership & Management**

Name: BILL WOOD  
 Position: GM  
 Dealership: MAPLE TOYOTA (Years in Business: 30)  
 Date: FEB 17 2023 Location: TO

What did you find most beneficial?  
COMPLETE REFRESHER

How would you rate the instructor?  
10

What kind of additional training would you like?  
HEALTH, WELLNESS & THE FUTURE OF SOCIETY

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: KEEP UP THE GREAT TRAINING!

Could we use your comments in our advertisements? YES

Signature: [Signature]  
**THANK YOU!**

## **Leadership & Management**

Name: Richard Wood  
 Position: GM  
 Dealership: Belleville Nissan (Years in Business: 15)  
 Date: FEB 17/23 Location: TORONTO

What did you find most beneficial?  
CHECK IN AND INSPECT TRADE PROCESS

How would you rate the instructor?  
AWESOME, DOWN TO EARTH + REAL

What kind of additional training would you like?  
ON LINE

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: THANKS FOR EVERYTHING

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## **Leadership & Management**

Name: BILM MURAT  
 Position: SALES MANAGER  
 Dealership: LEXUS OF UNGAHAN (Years in Business: 20 YEARS)  
 Date: FEB. 17 Location: TORONTO

What did you find most beneficial?  
REVIEWING ANALYTICS WITH SALES TEAM

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
-KEEP BUILDING ON STATS / ANALYTICS OF DAY TO DAY BUSINESS

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: GREAT ENERGY, NO BULL!

Could we use your comments in our advertisements? YES

Signature: [Signature]  
**THANK YOU!**

## Leadership & Management

Name: John Sinyard  
 Position: Sales Manager  
 Dealership: West Valley Honda Years in Business: 35  
 Date: Feb 12/23 Location: Toronto

What did you find most beneficial?  
How to motivate staff to raise targets.  
ideas for sales meetings.  
 How would you rate the instructor?  
Knowledgeable, great speaker, spoke in everyday language.

What kind of additional training would you like?  
Refresher after a year?

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: Thanks very much!!

Could we use your comments in our advertisements? Yes

Signature: [Signature]  
**THANK YOU!**

## Leadership & Management

Name: Stephen Andrew  
 Position: General Manager  
 Dealership: Lexus of Vaughan Years in Business: 22  
 Date: 17.02.2023 Location: GTA Vaughan

What did you find most beneficial?  
Psychological components

How would you rate the instructor?  
10

What kind of additional training would you like?  
Role playing staff coaching/consultation  
I pay summary takeovers to bring back to the store

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: Great stuff - fully aligned with direction and tone of the training

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Leadership & Management

Name: Andrew Searc  
 Position: Service Manager  
 Dealership: Maple Toyota Years in Business: 5  
 Date: 02/17/2023 Location: TORONTO

What did you find most beneficial?  
Know yourself / be honest to take yourself before your stuff  
 How would you rate the instructor?  
Great

What kind of additional training would you like?  
More about fixed ops / service

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐ Service

Will you be able to improve your effectiveness, sales and success as a result of this workshop? Yes ☒ No ☐

Comments: Good stuff

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## F&I FLOW Selling Feedback

Name: Stephen Lawrence  
 Position: Business Manager  
 Dealership: Buick Buick  
 Date: 02/16/23 Time in business: 10

What did you find most beneficial?  
The Diagrams

How would you rate the instructor?  
10/10

What kind of additional training would you like?

Role play

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?  
 YES ☒ NO ☐

Comments: very informative and I look forward to putting into practice what I learned

Could we use your comments in our advertisements? Yes

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: Matt Jenkins  
 Position: Sales & Leasing Consultant  
 Dealership: Lexus Chevrolet  
 Date: Feb 14/23 Location: Toronto

What did you find most beneficial?  
Being new in the biz, gaining a wealth of knowledge

How would you rate the instructor?  
12 out of 10

What kind of additional training would you like?  
I would like to participate in all workshops

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Enjoy your spice for life, I do see similarities in thought process we share. Thank you for the wealth of knowledge you shared. Could we use your comments in our advertisements? Yes

Signature: [Signature]  
**THANK YOU!**

## F&I FLOW Selling Feedback

Name: Lynn Dang  
 Position: Sales Rep  
 Dealership: Lexus of Vaughan  
 Date: Feb 16 (Time in business: 22 yrs)

What did you find most beneficial?  
How to prep before selling the products

How would you rate the instructor?  
10 EXCELLENCE

What kind of additional training would you like?  
Handling objection

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?  
 YES ☒ NO ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## F&I FLOW Selling Feedback

Name: Veronica Sharpe  
 Position: Sales - the app transition  
 Dealership: Lexus Chevrolet  
 Date: Feb 16/23 (Time in business: 12 yrs)

What did you find most beneficial?  
The whole course, learned so much

How would you rate the instructor?  
10/10

What kind of additional training would you like?

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?  
 YES ☒ NO ☐

Comments: I have minimal F&I experience this is a huge step to help be successful

Could we use your comments in our advertisements? Yes

Signature: [Signature]  
**THANK YOU!**

## F&I FLOW Selling Feedback

Name: MARKO TURKALJ  
 Position: SALES  
 Dealership: LEXUS OF VAUGHAN  
 Date: Feb 16, 2023 (Time in business: 12 yrs)

What did you find most beneficial?  
New concepts and insight and flows

How would you rate the instructor?  
10

What kind of additional training would you like?  
Always new ideas

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop?  
 YES ☒ NO ☐

Comments: FANTASTIC

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**



## Sales Champion Training Feedback

Name: Andrey Stepanenko  
Position: Sales  
Dealership: BMW Autohaus  
Date: Feb 14/23 Location: 1 Harbour Square

What did you find most beneficial?  
Sales tactics

How would you rate the instructor?  
10/10

What kind of additional training would you like?

Was the workshop:  
Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments:

Could we use your comments in our advertisements? Yes

Signature:   
**THANK YOU!**

## Sales Champion Training Feedback

Name: Andrew Miller  
Position: Sales Manager  
Dealership: Burton Chrysler  
Date: 02/14/23 Location: Toronto

What did you find most beneficial?  
The alternative closing techniques

How would you rate the instructor?  
7/10

What kind of additional training would you like?  
Sales Manager / Leadership training

Was the workshop:  
Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: We had some disagreements but it was great.

Could we use your comments in our advertisements? Yes

Signature:   
**THANK YOU!**

## Sales Champion Training Feedback

Name: Brandon Hollett  
Position: Sales  
Dealership: Cambridge Ford  
Date: Feb 14 Location: Harbour Front

What did you find most beneficial?  
All of it

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
management training in future

Was the workshop:  
Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: always good to take this course. refresh re-energize. Also got to bring my GF to help her progress better/faster.

Could we use your comments in our advertisements? Yes

Signature:   
**THANK YOU!**

## Sales Champion Training Feedback

Name: John Hattery  
Position: Salesman  
Dealership: Ontario Motor Sales  
Date: Feb 14th 2023 Location: Toronto

What did you find most beneficial?  
The Energy Makes me excited to sell

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
More of what was touched on here

Was the workshop:  
Extremely Beneficial ☒  
Beneficial ☐  
Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Thank You for the knowledge

Could we use your comments in our advertisements? ☒

Signature:   
**THANK YOU!**

## Sales Champion Training Feedback

Name: Paul Toennhoff  
 Position: SALES  
 Dealership: Mustard Chrysler  
 Date: FEB 13/14 Location: TORONTO

What did you find most beneficial?  
ALL THINGS ARE BENEFICIAL IN PROFESSIONAL AND PERSONAL

How would you rate the instructor?  
EXCELLENT

What kind of additional training would you like?  
VIDEOS

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: Den's Grewank  
 Position: SALES REP  
 Dealership: KIA SHAW TOYOTA  
 Date: February 14, 2013 Location: TORONTO

What did you find most beneficial?  
TRUE HONEST SPEAKER -> TRUST WHAT DUANE SAYS

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
Fast

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐  
I believe so, we will see soon!

Comments: I like your style Duane!

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: Christina Paeden  
 Position: Sales Consultant  
 Dealership: MacMaster Buick GMC  
 Date: 02/14/2013 Location: Orangeville

What did you find most beneficial?  
Learning more about myself and own actions

How would you rate the instructor?  
very professional and motivating

What kind of additional training would you like?  
more Role Play with a negative client

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Had a great time and am looking forward to improving my business

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: Dalton Pedisic  
 Position: Sales  
 Dealership: MacMaster Buick GMC  
 Date: Feb 14/23 Location: Orangeville and Toronto, ON

What did you find most beneficial?  
word tracks

How would you rate the instructor?  
five star

What kind of additional training would you like?  
how to diversify asset management

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## **Sales Champion Training Feedback**

Name: Duncan Edwards  
 Position: Sales person  
 Dealership: Large & Fetter Ford  
 Date: 02/14/2023 Location: Toronto

What did you find most beneficial?  
The amount of knowledge gained

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
Everything possible

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Thank you Duane for your time. I'm just starting out and this opened my eyes to a lot.

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## **Sales Champion Training Feedback**

Name: Travis Hutchinson  
 Position: Sales consultant  
 Dealership: Orangeville Chrysler  
 Date: Feb 14 2023 Location:

What did you find most beneficial?  
ways to better myself

How would you rate the instructor?  
10

What kind of additional training would you like?

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Thanks Duane

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## **Sales Champion Training Feedback**

Name: Brittany Froch  
 Position: Sales  
 Dealership: Scherer Chevrolet  
 Date: Feb 14/23 Location: Toronto

What did you find most beneficial?  
the motivation, the drive, the very relatable.

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
lots

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☒  
 Of Some Value ☒

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments:

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## **Sales Champion Training Feedback**

Name: Robert Defarian  
 Position: Sales  
 Dealership: Donnelly Kia  
 Date: Feb 14th 2023 Location: Toronto

What did you find most beneficial?  
Good HABITS

How would you rate the instructor?  
9/10

What kind of additional training would you like?  
?

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments:

Could we use your comments in our advertisements? yes

Signature: [Signature]  
**THANK YOU!**



## Sales Champion Training Feedback

Name: Jenni Blain  
 Position: Sales consultant  
 Dealership: Provincial Chrysler  
 Date: Feb 13-14 Location: Windsor Toronto

What did you find most beneficial?  
Process and overcoming objections.

How would you rate the instructor?  
10/10!

What kind of additional training would you like?  
 \_\_\_\_\_

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: KADER EL-JOUD  
 Position: Sales Rep  
 Dealership: Provincial Chrysler  
 Date: 02/14/23 Location: Windsor Toronto

What did you find most beneficial?  
All of it honestly wholeheartedly

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
F&I & Management

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Huge impact on my mental and outlook also validating

Could we use your comments in our advertisements? yes

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: CARTER SHIELDS  
 Position: Product Advisors  
 Dealership: HOLIDAY FORD LINCOLN LTD.  
 Date: 14/02/2023 Location: Scarborough Toronto

What did you find most beneficial?  
LEAD GENERATIONS / CONFIRMATION WHAT I'M DOING RIGHT

How would you rate the instructor?  
12/10 THANK YOU DUANE

What kind of additional training would you like?  
to CLOSING EXPERIENCE

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: WONDERFUL EXPERIENCE!  
COULD NEVER LEARN THIS WITHOUT DUANE!

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: Adam Lashby  
 Position: Product Advisor (Sales)  
 Dealership: Holiday Ford Review  
 Date: Feb 14/22 Location: Richmond Hill Toronto

What did you find most beneficial?  
Organizational structure to use

How would you rate the instructor?  
10/10

What kind of additional training would you like?  
Covered a lot so far

Was the workshop:  
 Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Thanks for making this feel real ground. didn't feel like a fake speaker

Could we use your comments in our advertisements? Y

Signature: [Signature]  
**THANK YOU!**

## Sales Champion Training Feedback

Name: STEVEN GODZISZ  
 Position: SALES  
 Dealership: BUSTARD CHRYSLER  
 Date: FEB 14/23 Location: WESTON HARBOR

What did you find most beneficial?

LEARNING NEW TECHNIQUES TO IMPROVE SALES

How would you rate the instructor?

10/10 - A1 - KEPT ME ENGAGED THE WHOLE TIME

What kind of additional training would you like?

FACE 2 FACE + PHONE

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: VERY PLEASED I ATTENDED THIS COURSE, EXCELLENT TRAINING & NEW PLATFORM TO TRY OUT!

Could we use your comments in our advertisements? YES

Signature: [Signature]

**THANK YOU!**

## Sales Champion Training Feedback

Name: Jonathan Stenaj  
 Position: SALES  
 Dealership: Maple Toyota  
 Date: FEB 14, 2023 Location: Vaughan

What did you find most beneficial?

Expanding word track

How would you rate the instructor?

10/10

What kind of additional training would you like?

Additional role playing to apply what I learned

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Excellent course

Could we use your comments in our advertisements? ☒

Signature: [Signature]

**THANK YOU!**

## Sales Champion Training Feedback

Name: Tyler Ashby  
 Position: BOC New car sales  
 Dealership: Ontario Motor Sales  
 Date: FEB 13-14/2023 Location: Orangeville  
Toronto

What did you find most beneficial?

Questions to ask and when to ask them

How would you rate the instructor?

10/10. Great speaker and very engaging

What kind of additional training would you like?

Psychological

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: I can't wait to meet you again!

Could we use your comments in our advertisements? ☒

Signature: [Signature]

**THANK YOU!**

## Sales Champion Training Feedback

Name: Michael Zing  
 Position: Salesman  
 Dealership: Royal Chev & Cadillac  
 Date: FEB 14/2023 Location: Orangeville  
Toronto

What did you find most beneficial?

Sales Training & role playing scenarios

How would you rate the instructor?

Excellent

What kind of additional training would you like?

A little good

Was the workshop:

Extremely Beneficial ☒  
 Beneficial ☐  
 Of Some Value ☐

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: \_\_\_\_\_

Could we use your comments in our advertisements? ☒

Signature: [Signature]

**THANK YOU!**



Name: Lara Markham  
Position: Sales Consultant  
Dealership: Lexus of Toronto  
Date: Feb 11/2023 Location: Toronto, ON

What did you find most beneficial?  
Everything especially verbal

How would you rate the instructor?  
10+

What kind of additional training would you like?  
Refresher

Was the workshop:

Extremely Beneficial 100%  
Beneficial  
Of Some Value

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: I appreciate the time and effort given to me to be allowed to attend

Could we use your comments in our advertisements? ☒

Signature: Lara Markham  
**THANK YOU!**

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## Sales Champion Training Feedback

Name: Daniel Pasca  
Position: Sales Consultant  
Dealership: Oxleyville Chrysler  
Date: Feb 14/2023 Location: Oxleyville, just outside Toronto, ON

What did you find most beneficial?  
Sales Psychology

How would you rate the instructor?  
11/10

What kind of additional training would you like?

Was the workshop:

Extremely Beneficial Yes  
Beneficial Yes  
Of Some Value Not Here Some

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments:

Could we use your comments in our advertisements? Yes

Signature: [Signature]  
**THANK YOU!**

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## Sales Champion Training Feedback

Name: P. JEFF ALISON  
Position: SALES  
Dealership: LEGGAT DISCOVERY FORD  
Date: FEB 13/14 2023 Location: Burlington ON

What did you find most beneficial?  
How to apply my 20 yrs in sales to Automotive Field

How would you rate the instructor?  
Perfect 10/10

What kind of additional training would you like?  
MAKING MORE TOPIC SPECIFIC ONCE I HAVE MORE AUTO SALES EXPERIENCE

Was the workshop:

Extremely Beneficial YES ☒  
Beneficial  
Of Some Value

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐ ABSOLUTELY

Comments: PURE AWESOMENESS!  
HAVE TO CREDITS - RATES AGAIN

Could we use your comments in our advertisements? YES

Signature: [Signature]  
**THANK YOU!**

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## Sales Champion Training Feedback

Name: Deez Alchia  
Position: Sales Consultant  
Dealership: KIA Donnelly  
Date: 16/02/2023 Location: OTTAWA

What did you find most beneficial?  
Everything. New Techniques

How would you rate the instructor?  
perfect 10/10

What kind of additional training would you like?  
Follow up of this training once a year

Was the workshop:

Extremely Beneficial ☒  
Beneficial  
Of Some Value

Will you be able to improve your effectiveness, sales and closing ratios as a result of this workshop? Yes ☒ No ☐

Comments: Great Training, Great Coach

Could we use your comments in our advertisements? ☒

Signature: [Signature]  
**THANK YOU!**

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