



NET PROFIT, INC.

Ed J. Kovalchick, President / CEO

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P.O. Box 1076 Alabaster, AL 35007 (USA) Phone (205) 663-1962 Fax (205) 663-1965 www.netprofitgroup.com

To: SERVICE DIRECTOR TRAINING CLASS PARTICIPANTS

From: Micheala Kovalchick, Assoc V.P., micheala@netprofitgroup.com

Welcome to the Net Profit Service Director Training Class.

Here are some reminders about the class:

1. There will not be a shuttle available from the Birmingham International Airport to any of the hotels; therefore, you will need a rental car. If you have not made rental car arrangements, please do so as soon as possible. Please see the "Travel Info" links on the Net Profit Training website for rental car agency phone numbers.
2. Most students will be staying in the Highway 119 / Cahaba Valley Road area of Pelham, AL. Please see the driving directions from airport to the hotel area located in the "Travel Info" section of the Net Profit Training website.
3. Dress code is business casual (golf shirt and slacks).
4. Classes are held at the Holiday Inn Express on Highway 119 / Cahaba Valley Road area or hotel area.
5. Classes begin at 8:30 am (cst) and end at 4:30 pm (cst) on Tuesday and Wednesday, with an ending time of 1:00 pm (cst) on Thursday.
6. In the area of the Hampton Inn and Suites, there are several options for lunch each day.

Please bring the following items with you to class:

1. August 2008 Financial Statement (if you have it, otherwise bring July 2008), including service and parts sales and expenses pages and page one assets.
2. December 2007 Financial Statement.
3. Five year new and used retail vehicle counts.
4. Listing of all "support" service and parts employees and their average monthly income.
5. Stall count, including flat stalls, storage stalls and lifts.



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6. Listing of all technicians and their pay plans.
7. 30 recent repair orders, a combination of warranty and customer pay, complete with final invoice, the original computer copy, the write-up sheet if used, and the hard copy.
8. Battery powered calculator with large keys, please do not bring a credit card size calculator.
9. Copy of August 2008 and September 2008 calendar, listing any technician off days.
10. Highlighter.
11. Copy of the Parts Pricing Matrix, if used.
12. Copy of Maintenance Schedule if used.

We look forward to having you in class. We ask that you be well rested and ready for a full day's work.

If you have any questions, please call or email, micheala@netprofitgroup.com. Many of your questions may be answered on our website, www.netprofittraining.com.