



**B 2000 Auto Cosmetics B 2000 Auto Beauty Farm
A.. BERGER e.U.**

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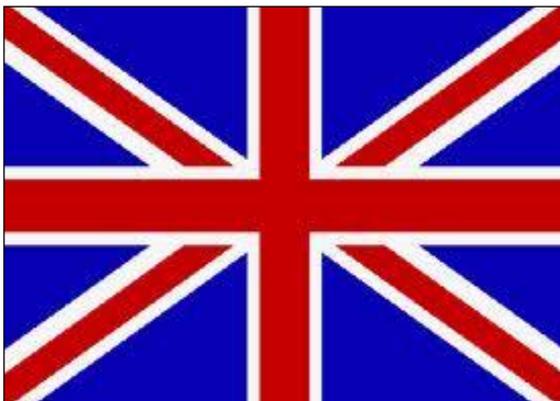
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**The B 2000 Concept for perfect car valeting in the show-
room stands for:**

IMPROVED EARNINGS

CUSTOMER SATISFACTION

CUSTOMER LOYALTY to your company



**"We submit the processes used by our
customers to a detailed analysis.**

**We need to understand our customers'
business in order to be able to offer
them an ideal solution."**

The B 2000 Concept for perfect valeting in a car dealer's showroom coupled with improved profitability and greater customer satisfaction

Customers are becoming more and more demanding, and have a sharp eye for the cars they want to buy.

A new car must be handed over to the customer in tip-top condition: this your company's visiting card and helps to increase customer loyalty.

A well valeted second-hand car will sell faster, earning you money and significantly reducing holding time. This is one of the most important operational considerations of most firms today. Nothing is easier for your sales staff than selling attractive cars.

But there is also a downside

In many companies the new and used car valeting departments are neglected, because processes are not properly coordinated. Orders are normally placed on demand and no information is provided with respect to punctual scheduling. This means that nobody has an overview of the situation, and many unnecessary tasks are carried out that cost money and make no contribution to customer satisfaction.

On the strength of our 40 years of experience, we have now created a catalogue detailing all these processes and the control systems required.

The most important points are:

- Analysis of the current situation.
- Discussion with management.
- Order form for the necessary work including time factors such as when the vehicle was delivered, as well as when it must be ready.
- Preparation of B 2000 valeting packages, including specifications for:
 - ☐ New car valeting,
 - Used car valeting,
 - Workshop valeting of customer service vehicles.
- A range of workshop valeting services which your customer service representative can actively sell to the customer. This is the customer's greatest wish.
- Checklist for new car valeting which can be filled out and inspected by the car salesman after completion. This prevents valeting being carried out only once the customer arrives to pick up his vehicle.
- Used car checklist to be deployed by the used car sales manager to correct any errors immediately and get the vehicle in the showroom as soon as possible.

Our specialist consultants set up workplaces in the departments and hand them over to your employees.

- Your employees will be thoroughly trained in handling the B 2000 valeting packages.
- The order form as well as the appropriate B 2000 valeting package is hung up in the workplace so that each employee immediately has an overview of the tasks to be carried out.
- The checklists are then regularly checked with the responsible managers in order to monitor the system and pinpoint any employees who constantly make mistakes. This also makes it possible to monitor and record the performance of your employees.
- But even if your valeting and organization are functioning well, we should nevertheless like to recommend our B 2000 valeting products and train your employees in the B 2000 valeting packages.
- Certification of staff in auto cosmetics - new car valeting.
- Certification of staff in auto cosmetics - used car valeting.

As a producer of environmentally friendly valeting products from Austria, B 2000 Auto Cosmetics can also provide all the necessary equipment and accessories for optimal and economical processing of our products.

- ✓ You receive nothing but the best products.
- ✓ You receive the most environmentally-friendly products.
- ✓ You receive the best customer service.
- ✓ And you receive all these at the best prices.
- ✓ You save about 20-25% on product costs.

Optimal preparation with the right equipment and products guarantees you perfect quality and saves you money. This means you increase your profit margin on each vehicle. You will have recouped the cost of the products several times over even if only one car remains in your showroom for two days less.

A. BERGER e.U.

B 2000 Auto Cosmetics.

KommR. Alfred BERGER