

Your Resource for GM Women in Automotive Retail

WRN LINK

WRN Dealer Spotlight: Kristin Dillard

WRN Dealer, Kristin Dillard, was recently featured in Automotive News. In the article titled "Team Automotive Group's dealer shares advice on achieving success", Kristin shares her story on growing up in automotive, how women have a different perspective on the business, and what gave her a different outlook on automotive.

Currently the dealer principal of four GM dealerships in North Carolina, Kristin is a graduate of Northwood University. However, her hands-on experience began at an early age. Her father started the family's first dealership when his daughter was 10. "I grew up in the industry," she says. "I hung out at the dealership when I was little, then started working there as a receptionist and detailer." By 18, she had graduated to selling cars, and, she says, "I learned that the dealership is a fun and exciting place to be."

Automotive always felt like the right career. "I'm a problem solver, and in the auto industry, there's something new to fix every day," she says. She started at College of Charleston, thinking she'd explore other businesses, but a year into it, she says, "I really really really knew I wanted to do automotive." Kristin then finished her schooling at Northwood University, and returned to the dealership. She was named to the Automotive News' 40 Under 40 class of 2017 and has been a next-generation dealer leader in her state.

Please read more of Kristin's story with Automotive News [here](#).



Kristin Dillard, Dealer Principal of Team Automotive

SAVE THE DATE: ANNUAL 2020 WRN MEETING VIVA LAS VEGAS!!

As you know, we are living in extremely challenging times in 2020, especially due to the Coronavirus (COVID-19) Pandemic. Living and working at home has become the new normal. But as restrictions gradually ease across the country, it will soon be time to once again join our forces and work together for the advancement of our Women's Retail Network and the success of our dealers across the country.



With this in mind, we'd ask to join us in Las Vegas at the Venetian Hotel from November 8 – 12, 2020 for our next annual WRN Meeting. We'll use this time to meet in 20 Groups and share best practices, get the latest update on the state of the business and the industry from our GM WRN leadership team, and rekindle our friendships. We truly hope you can join us for this very important annual meeting. We look forward to seeing you in Las Vegas!

A registration link will be sent to your email soon! Stay tuned and for now... Save The Date!

GM Reports Second-Quarter U.S. Sales



General Motors (NYSE: GM) announced that it delivered 492,489 vehicles in the second quarter of 2020, a decrease in total vehicle sales of about 34 percent compared to a year ago with demand outpacing supply in the latter half of the quarter. While the industry experienced significant declines due to the outbreak of COVID-19, full-size pickup truck sales performed exceptionally well, and overall sales showed signs of recovery, especially deliveries to retail customers.

“Our resilient sales reflect an improving demand curve, and the strong efforts of GM and our retailers in unprecedented times,” said Kurt McNeil, U.S. vice president, Sales Operations. “GM entered the quarter with very lean inventories and our dealers did a great job meeting customer demand, especially for pickups. Now, we are refilling the pipeline by quickly and safely returning production to pre-pandemic levels. Having an appropriate mix of the right vehicles combined with the benefits of enhanced shopping technologies such as Shop. Click. Drive., positions us for success in the second half of 2020.”

Retail sales were off by about 24 percent in the quarter, roughly in line with the industry. Retail sales in April were down the most in the quarter, off by about 35 percent compared to last year, but recovered significantly in May and June with year-over-year declines of around 20 percent or less.

WRN dealers delivered 30,082 retail units in Q2 which represents a 19.5% decrease compared to Q2 2019, outpacing GM and the industry.

Northwood University Fall Virtual Career Expo

Thursday, September 17, 2020
4:00 p.m. – 7:00 p.m.

Employers from across the country attend Northwood University's Career Expos to become acquainted with undergraduate students, graduate students and alumni. In partnership with Handshake, this year's virtual format will allow that same great interaction!

Later this summer, we'll follow up with details about how to engage with students in this FREE virtual environment, including:

- Video, audio, and chat communication with students
- Group meetings/ informational sessions with up to 50 students each session
- 1:1 student meetings scheduled in advance or after a group session
- Sharing your values and documentation with students ahead of time



Note: During registration, you'll be asked to share the number of representatives who plan to attend the fair—up to 15 representatives per employer are able to participate in the fair. Each representative you register will be able to create their own unique schedule to engage with students prior, during, and after the event. To learn more about these features, register for Handshake's virtual fair training webinar on July 16th—details can be found [here](#).



WOMEN'S RETAIL NETWORK

DRIVE TO SUCCEED

AUTOMOTIVE RETAIL SCHOLARSHIP FOR WOMEN

WRN 2020 SCHOLARSHIP WINNERS

Our WRN Drive to Succeed Scholarship is in its 10th year. Since 2011, the goal has been to help more women find a career in automotive. With close to 100 scholarships being awarded, totaling over \$293,000, we are proud to announce our latest recipients:

NAME | COLLEGE or UNIVERSITY | AREA OF STUDY | SPONSOR
Alexandria Buonopane | Georgian College | Automotive Management | GM Financial
Amanda Williams | South University | Accounting | Ally Financial
Anna Hagler | Kettering University | Industrial Engineering | GM Protection
Ashley Whitted | Macomb Community College | GM ASEP / Automotive Technology | GM Financial
Claire Lyons | Northwood University | Automotive Aftermarket/Management | Bowman Chevrolet
Crystal Kinney | Bay Path University | Business | Cox Automotive
Holly Isdahl | Dunwoody College of Technology | Automotive Collision Repair | Maryann Wheeler Memorial
Jasmine Alexander | North Lake College | Business | Gilbert Chevrolet
Jordan Mickel | Northwood University | Automotive Aftermarket/Management | Knudtsen Chevrolet
Roury Farnum | Northwood University | Automotive Aftermarket/Management | Outsell Corporation

HELP THE WRN 2020 SCHOLARSHIP PROGRAM BE SUCCESSFUL PROMOTE • NOMINATE • DONATE

PROMOTE the scholarship program throughout your communities
ENCOURAGE female employees and other qualified candidates to apply
PROVIDE the required signature and/or letter of recommendation for applicants
DONATE to the WRN's general scholarship fund
CREATE awareness of the career opportunities that exist in retail automotive
BECOME a Named Scholarship dealer

For more information, please visit our WRN Scholarship page by clicking [HERE](#)

Sales Incentive Review (SIR) & Warranty Policy Review (WPR) Meetings

We are introducing a new opportunity designed around your feedback and aimed at creating a positive impact on dealer profitability. Your GM team has been thoroughly trained on the top deviations captured through the GM Audit Services process.

Starting in July

District Managers will be reaching out to schedule time with the Dealer Principal/Executive Manager and dealership leaders to share how best to avoid audit debits through Sales Incentive and Warranty Policy Review meetings.

Starting in September

In addition to giving dealers a heads up on common mistakes to avoid or areas of concern to watch out for, dealers who are audited and adhere to the policies and certain criteria may be eligible for a compliance credit. The compliance credit would apply to both in-person as well as mailout audits for both sales and warranty. The credit could be worth over \$20,000 on the sales side and over \$10,000 on the warranty side.

Committed to Continued Guidance and Support

You can expect continued support from your GM team regarding improving profitability through understanding policies and program rules. We will be working closely with the GM Audit Services team to continue to provide on-going communications, training and resources for dealership managers about policy updates and improvements.

Available Resources

- Visit the Sales, Service & Parts Policies and Procedures app within Global Connect to access updates to GM policies, program rules and job aids
- Visit the Center of Learning for sales incentive and warranty policy web-based training

2020 GM WOMEN'S DEALER ADVISORY COUNCIL

Our WDAC's focus is to represent the interests of GM women dealers and management staff and to drive focus on the profitability, growth and retention of the Women's Dealer Network. Should you have any questions or concerns, please reach out to your regional WDAC member:

2020 GM WOMEN'S DEALER ADVISORY COUNCIL — (U.S. & Canada)

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TERM ENDS:
December, 2020



TERM ENDS:
December, 2021

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December, 2021



TERM ENDS:
December, 2021

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TERM ENDS:
December, 2020



TERM ENDS:
December, 2021

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December, 2022



TERM ENDS:
December, 2022

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TERM ENDS:
December, 2022



TERM ENDS:
December, 2021

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TERM ENDS:
December, 2021



WOMEN'S RETAIL NETWORK
Women's Dealer Advisory Council

January
2020