

KEN GRANDMONT

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AUTOMOTIVE CONSULTANT / AUTOMOBILE DEALERSHIP MANAGER

Bottom-line oriented and polished manager with a reputation for turning around underperforming dealerships rapidly, and building strong, profitable operations with loyal teams. Deeply experienced in all facets of overseeing car dealerships, with an exceptional ability to manage inventory. Tough but fair manager who can attract and retain talented professionals, and who has a record of excellent customer relations.

★ Recent Results for a Subaru dealership ★

Within 3 months, turned dealership loss of \$100,000 monthly to break-even status, delivering just 50 units

Dealership Measurement Criteria	2007	2008
Per Retail Unit (PRU) Profit – Used Cars	\$1200	\$2500
PRU – New Cars	\$600	\$1200
Customer Satisfaction Index (CSI) - Service	68%	99%
CSI – Sales	60%	95%
Used Car Inventory Turn	100 days	> 5% over 60 days (in 2 months)
New Car Inventory Turn	80 days	31 days

Philosophy – “Always do the right thing for your customers and your employees and you will succeed.”

PROFESSIONAL EXPERIENCE

FIVE-TOWN SUBARU, Palmer, MA

2007 – present

General Manager

Oversee a dealership with a team of 50 that include sales, finance, service, office and parts managers with staff comprised of mechanics, sales professionals, administrative personnel and maintenance. Set advertising and dealership budgets. Review reports for parts and CSI. Personally negotiate and close several customer deals. Manage inventory levels and purchase most used cars.

Overview: Recruited to manage a dealership that was disorganized, had loose management controls and slumping sales.

Actions and Results:

- Implemented controls and systems to streamline operations and boost CSI that resulted in:
 - Added revenue of \$120 PRU for improved customer satisfaction in key measurements and cut down on ad expenses through customer retention
 - Slashed inventory of high-end 2006 Subarus from 90 to 10 cars
 - Lower staff turnover by 40% and greater employee satisfaction.
- Boosted used car sales by 20% and new car sales by 40% by replacing several sales people and a finance manager; trained and coached team to focus on selling for value, not price.
- Earned profits in wholesale business and drove up overall dealership profitability by 12% by teaching sales team how to effectively negotiate and close deals.

DAVE'S CHICOPEE DODGE, Chicopee, MA

2005 – 2007

General Sales Manager

Managed a team of 9 that includes sales and finance managers, sales representative and clean up staff. Held full P&L for inventory. Trained new staff and negotiated deals on new and used cars, and trade-ins.

DAVE'S CHICOPEE DODGE, continued...

Overview: Tapped to fill position via business relationship with a factory representative. Dealership was operating in the red, poorly managed and lacking structure.

Actions and Results:

- Within just one month, turned around poor performance and had dealership operating in the black. Hired new management and implemented systems and controls.
- Tripled gross revenues in 6 months by driving up car sales from 20 to 80 and PRU from \$700-\$800 to \$2100-\$2500.
- Nearly doubled new car sales from 9 monthly to 17 by training sales staff in appropriate selling skills.

MASSLER'S AUTO GROUP, multiple Western NY locations

1995 – 2005

General Manager – Massler Kia (2000 – 2005)

Oversaw a dealership with a management team and reports of 70. Supervised all functions and operations similar to later role at KIA. Held accountability for P&L of up to \$150,000 monthly.

Overview: Asked by the owner of Massler Auto Group to run the flagship dealership to maximize its profitability.

Actions and Results:

- Bolstered total car sales to up to 280 per month, keeping dealership extremely profitable even during economic downturns.
- Combated nationwide market drop of 50% in new car sales by aggressively marketing used cars, skyrocketing sales from 65-70 to 120 per month.

General Manager – Massler Honda (1995 – 2000)

Originally brought on as General Sales Manager and promoted to General Manager (GM) in 6 months. Directed all aspects of the dealership, fulfilling identical responsibilities to other General Manager positions in later career.

Overview: Dealership was only selling about 50 cars monthly and losing money due to lackluster management, with a prior turnover of 4 GMs in 3 years.

Actions and Results:

- Implemented cost controls, systematized operations and made staffing changes that resulted in:
 - Profits of \$200,000 monthly in 2 years and total car sales increase from 50 to 200 monthly, that was a historical high and has never been achieved subsequently.
 - Rating as a 5-star dealership with excellent CSI scores.

LINNER'S FORD, Holyoke, MA

1991 – 1995

Sales Manager

Supervised finance manager and 4 sales people. Held P&L of up to \$80,000 monthly.

- Generated net profits of \$40,000 to \$60,000 monthly by increasing sales from 40 to 70 cars monthly without changing advertising or inventory, and with no change in customer volume.

EDUCATION

ASNUNTUCK COMMUNITY COLLEGE – A.A. Business Administration

Numerous automotive sales and leadership certifications