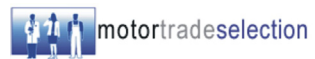


The *rts* Auto Retail Industry

Salary Survey 2009



IN ASSOCIATION WITH



MAP OF THE UK ZONES COVERED

Zone 1	Scotland	All counties
Zone 2	North East England	Cleveland, Durham, Northumberland, Tyne & Wear, Yorkshire
Zone 3	East England	Cambridgeshire, Lincolnshire, Norfolk, Suffolk
Zone 4	Areas inside M25	All areas within M25
Zone 5	South East England (excl. M25)	Bedfordshire, Berkshire, Buckinghamshire, East Sussex, Essex, Hampshire, Hertfordshire, Isle of Wight, Kent, Oxfordshire, Surrey, West Sussex
Zone 6	South West England/S. Wales	Avon, Cornwall, Devon, Dorset, Dyfed, Gloucestershire, Gwent, Herefordshire, Mid Glamorgan, Powys, Somerset, South Glamorgan, West Glamorgan, Wiltshire
Zone 7	Midlands	Birmingham, Leicestershire, Northamptonshire, Nottinghamshire, Shropshire, Staffordshire, Warwickshire, West Midlands, Worcestershire
Zone 8	North West England/N. Wales	Cheshire, Clwyd, Cumbria, Derbyshire, Gt. Manchester, Gwynedd, Lancashire, Merseyside
Zone 9	Northern Ireland	All counties



CAR SALES VALETER

Zone	Basic Rate (£ per hour)	Basic Annual Salary (£)	Total Annual Salary (£)
1. Scotland	6.47	13,498	14,398
2. NE England	6.18	12,971	13,757
3. East England	6.61	13,796	15,141
4. Areas inside M25	8.03	16,831	18,142
5. SE England excl. M25	7.16	14,778	16,209
6. SW England and S. Wales	6.55	13,571	14,445
7. Midlands	6.64	13,729	14,798
8. NW England & N. Wales	6.68	14,060	15,237
9. N. Ireland	6.06	12,655	13,736
National average	6.68	14,039	15,011

Valeter/Detailer

EMPLOYEE NAME:

THE MAIN JOB FUNCTION

- a. To clean and prepare new and used vehicles.
- b. To attend to minor blemishes and imperfections on vehicles both externally and internally using specified materials solvents and equipment.
- c. To valet customers' and dealership vehicles as detailed.
- d. To maintain the vehicle display areas in a clean and tidy condition and report defects.
- e. To deliver or collect vehicles and undertake sundry errands.
- f. To enhance the reputation of Your Dealership Ltd at every opportunity when interacting with others.

INTERACTION AND REPORTING

Directly responsible to:

Sales Manager.

Responsible for:

Any assigned car and general cleaners.

Relationships with:

Aftersales Manager, Workshop Foreman, Sales Admin Assistant, Car Sales Executives, Fleet Sales Executive, other Valeter/Detailers, Personnel Manager and Self-Drive Hire executive (if appropriate).

KEY TASKS AND PERFORMANCE OBJECTIVES

Customer interaction:

Ensure that all vehicles are prepared, cleaned and detailed to the benchmark standard set by Your Dealership Ltd.

Control of costs:

- a. Maintain a record of materials and consumables used.
- b. Minimise wastage of such materials and consumables.
- c. Properly care for all equipment and tools belonging to the dealership.
- d. Take care not to cause accidental damage to vehicles and components while being moved, cleaned, or prepared.
- e. Park all vehicles so as to avoid damage or hazards to other persons or vehicles.

AUTHORITY LEVEL

Personnel:

Control and training of assigned cleaners and assistants.

Valet/Detailer

MAIN WORK ACTIVITIES

- a. Clean, prepare and detail all vehicles, new and used, as required by the Sales Manager.
- b. Wash and clean all externally displayed vehicles on a regular basis, as required by the Sales Manager.
- c. Dust and/or polish all internally displayed vehicles on a regular basis as required by the Sales Manager.
- d. Use all equipment and materials in line with manufacturer's instructions and normal dealership safe working practices.
- e. Maintain both internal and external display areas in a clean and tidy condition at all times, removing poor, damaged or discarded point of sale material as required.
- f. Start up and run each externally displayed vehicle each morning as required by the Sales Manager.
- g. Report any damage or component deficiencies which have occurred on the external display vehicles or area.
- h. Maintain all lights, pennants, advertising boards, etc. in the external display areas and report defects thereon.
- i. Deliver and collect vehicles from the storage compound.
- j. Report any irregularities which may be discovered in the storage compound.
- k. Collect and/or deliver vehicles from and to other locations as directed by the Sales Manager.
- l. Advise sales staff of any visitors that are unattended.
- m. Act courteously and professionally in any contact with customers and attend to their needs while waiting for sales staff to arrive.

OTHER DUTIES

Any other duties as and when required by senior company managers that are reasonably within the capabilities of the person and are aimed towards the company's objectives and goals.

QUALIFICATIONS, TRAINING AND EXPERIENCE

- a. Must hold a full driving licence, free from endorsements.
- b. Must be trained in the use of solvents, abrasive cleaning materials, and cleaning equipment.
- c. Must have had dealership experience of cleaning vehicles.
- d. Must be aware of legislation governing the use of unregistered/untaxed vehicles on the public highway.
- e. Must be capable of conducting themselves in a organised manner and be able to interact with others
- f. Must be able to organise and direct cleaning staff as necessary.

I acknowledge receipt of this Job Description, understand it and agree with it as part of my terms and conditions of employment.

Signed: _____

Name: _____ Date: _____

THE AUTO RETAIL INDUSTRY SALARY SURVEY 2009 IN ASSOCIATION WITH *rfs*

Acknowledgments

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Auto Retail Network

Auto Retail Network is the UK's premier networking organisation for senior executives and managers in the auto retail industry. More than 120 of the top 200 dealer groups and over 800 senior auto retail executives are members.

Trend Tracker

Trend Tracker is a research company specialising in the automotive industry. Apart from client projects undertaken for vehicle manufacturers and suppliers, Trend Tracker produces a range of publicly available reports every year.

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