Bodyshop Manager of the Year 2016

**Award Criteria**

Any Bodyshop Manager who is directly involved in the day-to-day managing and running of an individual bodyshop site can enter this prestigious award. Holder of one of the toughest jobs in the business, the Bodyshop Manager is pivotal to the success of your bodyshop. This award recognises the unique skills and dedication of the very best managers in the most productive body repair industry in the world.

**Instructions**

Please complete this questionnaire and return by **Monday 16 May** to Emily Miles, [emily@bodyshopmag.com](mailto:emily@bodyshopmag.com). You will receive an email receipt of confirmation.

**What happens next?**

* Your submission will be sent to our awards assessor who will contact you if they have any queries or require any more information.
* A random selection of your network will be contacted and feedback obtained.
* A shortlist of qualifying entrants will be drawn-up.
* A report will be sent to *bodyshop’s* independent jury members for analysis.
* The awards assessor will present their findings to the panel during Jury Day.
* Each finalist selected will receive two dinner tickets for the *bodyshop* Awards.
* The winner will be announced at the Awards Dinner at Twickenham Stadium on 22 September.

**Information**

The information supplied will only be shared, in confidence, with *bodyshop* employees, the Awards Assessors and members of the independent Awards Jury. It will not be passed on to any other third party or used for any other purpose.

**Company details**

Company name:

Company reg no:

Address:

Website:

Contact name:

Job title:

Tel number:

Email address:

##### Background:

Number of years in current position:

Three words to currently describe the business:

1.

2.

3.

Briefly outline your management style:

In five years’ time this business will be…

Please complete the organisational chart below

##### Bodyshop organisational chart

Total number of staff –

**Note: Some manager/supervisors may have dual responsibilities**

Senior VDA

Name:

No of VDAs:

Main Contact & Job Title

Reception Manager

Name:

Total no of reception staff:

Workshop Manager

Name:

Total no of productive staff:

Office Manager

Name:

Total no of clerical staff:

Panel Supervisor

Name:

No of technicians:

Paint Supervisor

Name:

No of technicians:

MET Supervisor

Name:

No of technicians:

Please enter the name of the person responsible for the following areas

Health & Safety

Customer Care

Plant maintenance

Training

## Operational

* What approvals does the business hold?
* How do you monitor your business performance?
* What is your most valuable work stream and why?
* How do you ensure you use the correct methodology to repair modern vehicles?
* How do you ensure estimating accuracy within your business?

## Financial

* What performance measurements do you use?
* What are your key financial measures? And how do you record them?
* Select one of your key measures and describe how you have affected it over the last 12 months – how, what and why?
* What changes are you expecting in your profitability in 2016? Why?

## Marketing

* What marketing of your bodyshop do you carry out?
* What have you done to maximise your most valuable work stream?
* What has been your most successful marketing strategy and why?

## Personnel

* How do you measure, monitor and reward performance? Why?
* If you could add one member of staff (at no extra cost), what role would you give them and why?

## Current Issues

* What challenges do you currently face as a business?

* Provide an example of a strategy in place to overcome one of these issues.

## Return Address

Please return completed forms to: Emily Miles, [emily@bodyshopmag.com](mailto:emily@bodyshopmag.com).

You will receive an email receipt confirming your questionnaire has been received.

**Deadline: Monday 16 May 2016.**