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January 9, 2007

To Whom It May Concern:

I am writing this letter of recommendation regarding the AUTOSKED scheduling system that we have had up and running since July 2006 here at Vancouver Toyota/Scion.

AUTOSKED is an excellent tool for our scheduling needs. This program has simplified the entire scheduling process. Instead of memorizing the dozens of codes that are used in ADP, the pull down menu gives you all the services right at your fingertips. The best part is that they are organized into groups that you chose based on your needs. However, there is a place for a code to be typed in if you prefer. AUTOSKED is versatile for those who have been in service for years, and for those just starting out.

AUTOSKED is also great for work load intake. If a technician is on vacation, the amount of work taken in for that time frame can be reduced to compensate. This is very helpful to make sure carryovers don't get out of hand due to training or vacations.

AUTOSKED is very convenient all the way around. Our customers can set appointments online, by phone, and even finance can set appointments when a car is purchased and accessories are to be installed. It gives not only service, but our dealership a way to work together to exceed our customer expectations.

Do not hesitate to contact me if you require more information.

Sincerely,

A handwritten signature in blue ink that reads "Matt Stockbridge". The signature is written in a cursive style with a large, prominent "M" and "S".

Matt Stockbridge
Vancouver Toyota/Scion Fixed Operations Director