



The Pinnacle Engagement

An embedded performance coach for your dealership.

Most training fades. Ours follows up.

Dealers buy trainers who train once and leave. Programs that don't get reinforced. Reports nobody acts on. Pinnacle's model is the opposite — an embedded coach who diagnoses your store, builds an Action Plan, and comes back every month to reinforce what was taught and adjust what wasn't sticking.

HOW IT WORKS

Diagnose. Fix. Sustain.

VISIT 1

Onsite Assessment & Benchmarking

A Pinnacle performance coach walks your store: CRM hygiene, live calls, BDC, sales floor, service drive.



MONTHLY

Ongoing Training & Coaching Visits

Your coach returns each month. Reviews the prior plan. Adds the next batch. Live role-play with named reps.



BETWEEN VISITS

Dedicated Account Management

A dedicated account manager checks in between visits to keep deliverables moving and surface KPI movement vs the Assessment baseline.

WHY PINNACLE

We don't leave when the training ends. We come back.

Other consultants deliver a report and disappear. Pinnacle delivers a coach. The same human walks your floor every month, runs the role-play with your reps, and tracks every action item until it lands — measured against the same mystery-shop benchmarks we use to grade the rest of the industry.

WHAT YOU GET



Written Action Plan

After Visit 1 — prioritized, tied to specific people, processes, and behaviors.



Carry-Forward Accountability

Items don't fall off the plan. Tracked visit-to-visit until they're delivered or you remove them.



Live KPI Scoreboard

Every metric tracked against your Assessment baseline. You see the numbers move.



Single Point of Contact

Same humans every visit, every call. Real-time portal access. Not a ticket queue.

Start with an Assessment.

One visit. One coach. One written Action Plan. We'll show you exactly where your store is leaking — and exactly what we'd do about it.

(704) 471-4634

PDSDealer.com