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MSNBC Reports home prices fell by steepest rate ever in May and index of prices in 20 metro areas show 16 percent decline.

Orange Showcase Chevrolet announces that it will be closing for business this month.

I do not have to do the daily calculation to see that my business is also suffering the economic conditions. My repair order count has decreased by 131 repair orders June 2007 over June 2008. I decide to find a positive note in my monthly business analyses and was quite surprised in the results. I found with the decrease I found we had increase hours per repair order by .55. In addition I found that we achieved an increase in customer pay gross profit by \$48.77 per repair order. I was further delighted to see and increase of customer pay sales of \$63.00 dollars per repair order. This led me to check our up sell closing ratio and found an increase of 6%.

It is my belief that my findings are a direct result in using a new and innovated tool on our service drive the MOC1 wireless service tablet. My goal with the tablet was to obtain a better control with the walk around procedures of my advisors. Also I was interested in making customers aware of previous damages to there vehicle at the time of write up to avoid the expense of these repairs to the shop. The current monthly average policy has dropped by \$1276.00 well above my goal of reducing this expense.

In conclusion I have determined that I cannot listen to all the bad things that are happening in the current economic situations. I cannot refuse to better my current business situation without introducing better technical advanced tools to refine the way we conduct our current business.

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