

## CASE Study • CHRISTENSEN AUTOMOTIVE



**CEO & COO:** Aaron Christensen & Andrew Goligowski

**COMPANY NAME:** Christensen Automotive

**TIME TRAINING ON PROGRAM:** 5 months

**LOCATION:** Nevada, US



### OBJECTIVES

- Professional and personal development was missing inside the company and we looked into multiple training platforms but not one came close to what Cardone University provided.
- We wanted to develop our people & help them be better; better work situation, better money situation and better relationships.
- The training is for our people, not just the company – a happy employee is a productive employee.
- We wanted to increase our sales and grow the organization.



### SOLUTIONS

- Training was mandatory for all of our team members and it is enforced daily. We don't care how busy our team is, they have to get their training done.
- We run meetings using content from Cardone University and are doing video meetings with our team where our team members are required to role play.
- We talk about accountability, training and share content with the team.



### RESULTS ACHIEVED

#### Sales:

- Since starting the program our sales have increased more than 30%
- A big part of the success of the platform has been the support from the Cardone Team. They continually help guide and push us in the right direction.

## STAFF & CULTURE RESULTS

- We've seen a culture shift within our organization. The team loves the training as it's something different than what they're used to.
- Our team understands they can't be the best, if they don't practice like the best.
- Our families have grown from the training as well. Some of us have our kids training on the platform. There is no age limit, anybody can benefit from this.
- General attitude of the team has improved, and the work environment is one of positivity.



## PROCESS & CUSTOMER EXPERIENCE RESULTS

- Customer experience has improved and even our customers have commented on a shift in our service

## ABOUT STORE

Founded by Rich and Wendy Christensen in 1998, the first shop that began it all is our South Tahoe location. After a successful few years Rich felt the need to expand to the Carson Valley and opened the Gardnerville location in 2001 and then again in Carson City in 2008. In the year 2012, we opened our Reno location. Shortly after the Reno shop opened Rich's sons Aaron and Bryan began to take over operations. Aaron joined the business in 2011 after 8 years in the Air Force. Bryan joined the business in 2012 after 11 years in the Army. Aaron and Bryan take the same approach to the business their father instilled in them and look forward to continuing to grow and make Christensen Automotive the leader in automotive repair.