



## ROBIN HILL

**Q&A** / Client Adviser, Hendrick Lexus Charlotte

**QAR:** What do you enjoy most about working in the auto industry?

**ARH:** I mostly enjoy the glistening eyes and the smiling face of a satisfied client. I get a high from that. It is so rewarding to bring happiness to others via great advice and excellent customer service. I also enjoy that no day is the same. It reminds

me of the famous statement of the great philosopher, Forrest Gump. “Life is like a box of chocolate; you never know what you are going to get.” That is so true in the automotive business. I like change and diversity. The automotive business is that way every day.

serve in excellence, you will operate from a level of mediocrity. If you are not a team player, single handedly you will stunt your growth. If you think it will be easy, that thought will fail you. If you are in it for the money, you will find yourself lacking. If you think you cannot, you will not. If you think you can, you will. Have a teachable heart, and mark mature examples before you. Be confident in your true potential, and compete only with yourself. Most importantly, manage your positive energy — void of excuses.

If you do not care much for people, rethink your career choice. If you do not serve in excellence, you will operate from a level of mediocrity. If you are not a team player, single-handedly you will stunt your growth. If you think it will be easy, that thought will fail you.

**QAR:** Auto Remarketing: What was your career path to the retail auto industry? Did you always see yourself in this line of work?

**ARH:** I have a degree in Biblical Studies. I was ordained to minister/counsel in 1993. I ran a private Christian Academy for 14 years; built it from K-4 to 12th grade within two years.

I relocated to Charlotte in 2007 to help build another ministry. I needed immediate income to support my family. I decided to find employment at a dealership. When I applied, they hired me on the spot. My goal was to do it just for the summer. However, I found that my experience, my genuine care for people and temperament fit right in. Surprisingly, I discovered my niche. I have been in the automotive business for 12 years now and have been very successful.

**QAR:** What is a book you have read that has influenced or helped your career?

**ARH:** Deepak Chopra’s “The Seven Spiritual Laws of Success” and John Maxwell’s “The 21 Irrefutable Laws of Leadership” are the two books that have influenced me in my line of business.

me of the famous statement of the great philosopher, Forrest Gump.

“Life is like a box of chocolate; you never know what you are going to get.” That is so true in the automotive business. I like change and diversity. The automotive business is that way every day.

**QAR:** What aspects of the retail car business would you change?

**ARH:** I would make it universal that a dealership closes at 7:00 p.m. Monday-Friday. Saturday the dealership closes by 5:00 p.m. and closed on Sundays. Family time is important and should be a priority with leadership. The trust ratings for salespeople is not very high. I have found because of being truthful and transparent, people like, trust and buy from me. I would offer training nationally to help get our trust ratings much higher. I am in the process of drafting a training manual that is like no other.

**QAR:** What advice would you have for someone just starting out in retail automotive?

**ARH:** If you do not care much for people, rethink your career choice. If you do not

