

### 3.9 INVOLVED AND INVESTED IN YOUR BUSINESS

**Instructions:** Answer all of the following questions to the best of your ability. Please be concise and attempt to limit each answer to seventy-five (75) words or less. Include attachment(s) if more space is needed to answer any of the questions.

1. How do you plan to manage, be responsible, and be accountable for this business at all times?

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2. How will you ensure that all laws, rules, guidelines and procedures are followed, at all times, specifically with regard to issuing and renewing driver's licenses, identification cards, and vehicle registrations?

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3. What measures will you put in place to detect, deter, and prevent fraud?

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4. The Bureau of Motor Vehicles routinely issues new and/or revised policy and procedural changes through email broadcasts to the deputy registrars. How will you ensure that policies and procedures are communicated to the staff and followed on a daily basis?

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5. How will you demonstrate good leadership to your employees?

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6. How will you maintain a high level of professionalism each day in this business?

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7. How do you intend to recruit and retain high quality employees?

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8. How will you provide a safe, clean and friendly place to do business?

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9. How would you deal with an irate customer?

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10. What training or advice do you, or will you, give to your employees for dealing with irate customers?

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11. How will you meet the expectations of the Bureau of Motor Vehicles?

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12. Why should the Bureau of Motor Vehicles consider you for a deputy registrar license agency contract?

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