SYAMAHA

YAMAHA MOTOR CO., LTD. AD & PR DIVISION 2500 Shingai, Iwata-shi, Shizucka-kan, Japan Tel: 05383 (2) 1111 Telex: Iwata 4263-751 Yamaha J Cable: Yamaha Motor Iwata Uniformity in Shop Design and Expansion of Sales Network

IS YOUR SHOP DESIGN EVERYTHING IT COULD BE? -Distinct Yamaha Identity-



Before remodelling Mike Steele Yamaha (Hamilton, New Zealand)

YAMAHA AD BOX

Yamaha Motor, aside from motorcycles, produces a great variety of products including FRP boats, out board motors and portable generators, and their excellent quality is recognized everywhere. The expansion and consolidation of the sales network is becoming a crucial factor in promoting the sales of these products. At this time, it is a matter for increased concern how much brand uniformity should be emphasized in the shops of Yamaha dealers so that a stronger and more effective sales network is established. The effect of a uniform dealer image on sales is increasing in importance today, as the dealers making up the sales network grow in number.

Consider, for example, the building of a uniform dealer image just for the Yamaha motorcycle sales network. From the customers' stand point, they always know exactly where to go, and they can obtain the product with a sense of assurance when the brand image (identity) is uniform in all shops. This not only is very convenient, but it also contributes to a greater trust in Yamaha shops which are consistent everywhere. The more Yamaha shops there are with a distinct brand identity, the more a dynamic sales promotion becomes possible, and this in turn, leads to greater sales for all dealers.

Furthermore, when there are many brands in competition and the product being sold is like automobiles and motorcycles where the price is relatively high and the product is a durable consumer item to be used over a long period of time, the brand image in terms of personal brand preference and reputation for

after service becomes a decisive factor in sales expansion. Unifying the image of Yamaha shops serves this purpose. Especially for a shop where the motorcycles of more than one brand are displayed, a prominent Yamaha sign will do a great deal for better Yamaha business.

Listed below for the sake of reference are the conditions for a successful Yamaha shop.

- A uniform shop design so that everyone can tell that l'amaha products are being sold.
 Enough display space so that all
- Enough display space so that all models offered for sale can be put on display.
- A pleasant atmosphere where customers can take their time to look over the products and talk to sales persons.
- Each shop must have space enough for four independent sections as listed below.
 - (1) Showroom
 - (2) Sales talk corner
 - (3) Accessories and spare parts counter
 - (4) Workshop for after-sale service
- It is also desirable for the following facilities to be made available where possible.
 - Separate display space for used motorcycles
 - 2) Parking area for customers
 - (3) Coffee service stand

- (4) Information board or video monitor
- (5) Bike-wash stand etc.

Presently, the work of remodelling Yamaha shops to a standardized design on a worldwide basis is well underway thanks to the efforts of those Yamaha importers and dealers intent on further improving their customer service and consolidating their customers' brand oyalty. A number of dealers are currently remodelling their shops in manner suitable to them, using either the Ad Box provided recently from Yamaha, or manuals provided independently by their importers. Remodelling of a shop does not always involve a great expense. In some cases the appearance of a shop can be changed quite effectively just by repainting the outside.

Yamaha's implementation of a uniform shop design before its competitors adopt their own uniform design policy, is very significant in itself. This current issue features shop designs based on reports received from around the world. We would be most pleased if these examples prove useful in the remodelling of other Yamaha dealers' shops.

(See pages 3 to 6 for various case examples)

Mike Steele Yamaha (Hamilton, New Zealand) After remodelling





LaPorte snatches the lead!

250cc Motocross Championship

American motocross star Danny LaPorte (Yamaha) gave full play to his real ability in a motocross title chase. He won the two races of the Dutch GP, the 8th round of the series held at Mill on July 4. LaPorte who tied with G. Jobe (Suzuki) when the British GP, the 7th round, was over, snatched a 6-point lead from the Suzuki ace who finished second in both races of the Dutch GP.

Now the greatest interest is being focussed on how a 250cc title battle will develop between La-Porte and Jobe in the remaining rounds: Soviet, US, Finland and



ROAD RACING RESULTS

Round 6 -	Dutch TT - June 26
500cc class	- 16 laps (76.40 miles)
1. F. Uncini	Suzu

Round 7 — Belgian GP — July 4

1.	F. Spencer	Hond
2.	B. Sheene	Yamah
3.	F. Uncini	Suzuk
4.	K. Roberts	Yamah
5.	R. Mamola	Suzul

1. F. Uncin	ii Suzuki	73pts.
2. K. Robe		68pts.
3. B. Shee		58pts.
4. F. Speni	cer Honda	37pts.
5. G. Crost	y Yamaha	34pts.

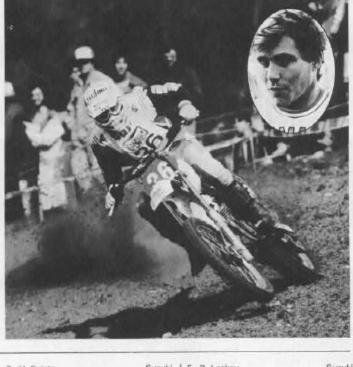
MOTOCROSS

125cc class	-
Round 6 - Swiss GP - June 6	
1st race	
4 1 0014	1

1st race	
1. J. O'Mara	Honda
2. E. Geboers	Suzuki
3. C. Maddii	Gilera
4. H. Everts	Suzuki
5. M. Rinaldi	Gilera
2nd race	
1, J. O'Mara	Honda
2. E. Geboers	Suzuki
3. C. Maddii	Gilera
4. M. Rinaldi	Gilera
5. M. Andreani	KTM
Round 7 — Czechoslovakian June 20	GP -
1st race	
1. E. Geboers	Suzuki
2. M. Rinaldi	Gilera
3. Y. Sugio	Honda
4. C. Maddii	Gliera
5. M. Velkeneers	Yamaha
2nd race	
M. Velkeneers	Yamaha

Round 8 - French GP - July 4 1. E. Geboers

Gilera



erts naldi	Suzuki Gilera	5. B. Lackey 2nd race	
atanabe	Suzuki	A. Malherbe B. Lackey	
125cc Motocro ld championship j		3, N. Hudson 4, A. Vromans	
as of July 4		5, D. Thorpe	

Vorld championship positions as of July 4			15	Kawasi
E. Geboers M. Rinaldi M. Velkeneer C. Maddii H. Everts	Suzuki Gilera s Yamaha Gilera Suzuki	164pts. 133pts. 133pts. 132pts. 109pts.	Vest German GP st be i i	Yama Hon Suzi Yama Suzi
			be	Hon

1. D. LaPorte

1	2. H. Maisch	Maico
1	3. D. Pean	Kawasaki
1	4. D. Watson	Yamaha
1	5. G. Rahier	Suzuki
1	2nd race	
ı	K. van del Ven	KTM
1	2. R. Diffenbach	Honda
١	3. D. LaPorte	Yamaha
1	4. M. Guerra	Husqvarna
1	5. G. Rahler	Suzuki
Н	Round 7 - British GP	- June 13
	1st race	
	K. van del Ven	KTM

1st race	
1. K. van del Ven	KTM
2. D. LaPorte	Yamaha
3. D. Watson	Yamaha
4. G. Jobe	Suzuki
5. M. Guerra	Husqvarna
2nd race	
1. D. LaPorte	Yamaha
2. K. van del Ven	KTM
3. H. van Mierlo	Suzuki
4. D. Watson	Yamaha
5. M. Guerra	Husavarna

3. Ft. van Ivieno	MUSUG
4. D. Watson	Yamaha
5. M. Guerra	Husqyarna
Round 8 - Dutch GP -	- July 4
1st race	
1. D. LaPorte	Yamaha
2. G. Jobe	Suzuki
3. H. van Mierlo	Suzuki
4. D. Watson	Yamaha
5. K. van der Ven	KTM
2nd race	
1, D. LaPorte	Yamaha
2. G. Jobe	Suzuki
3. K. van der Ven	KTM
4. H. van Mierlo	Suzuki

1.	D. LaPorte	Yamaha	146pts
2.	G. Jobe	Suzuki	140pts:
3.	K, van der \	ven KTM	134pts.
4.	D. Watson	Yamaha	94pts
5.	M. Guerra	Husqvarna	71pts.

und 6 - Italian GP	- June 6
race	
A. Maiherbe	Honda
A. Vromans	Suzuki
H. Carlqvist	Yamaha
G. Semics	Honda

4. N. Hudson 5. D. Thorpe Round 8 — US GP — June 20

4. N. Hudson 5. G. Noyce

A. Vromans
 G. Noyce
 G. Semics

4. N. Hudson

1st race 1. D. Thorpe 2. A. Vromans 3. B. Lackey G. Noyce
 J. van Velt

2nd race B. Lackey . A. Vroman

5. P. Fura Husqva Round 10 — British GP — July 4

Suzuki

3. N. Hudson Yamaha 140pts.

4. G. Novce Honda

Suzuki 175pts.

123pts.

2nd race

again on May 29, and that, in a much more impressive manner. 3. B. Lackey 4. A. Vroman 5. A. King Kinoshita dominated the race almost from the start to the 2nd race 1. M. Bell 2. A. Vromans 3. B. Lackey finish. His superb race technique. coupled with his powerful, reliable YZR500 racer, allowed no challenge from other riders in- A. King
 D. Chandler cluding pre-race favorite Wayne une 27 Round 9 - Canadian GF Gardner (Honda TWS1000).

Yamaha

KTM

He set a new lap record at 1'24" 2, renewing last year winner I.

Keiii Kinoshita who had won the

GP for motorcycles in 1980, did it

managed to finish fifth, empha-This is a clipping from "THE STAR" issued after the '82 Masizes that the lighter Yamaha bike is perfect for the Shah Alam cirlaysian GP. In this article, Wayne Gardner (Honda TWS) who only

K. Kinoshita wins

Takai's record by 0.1 second! An

drew Johnson and Fabian Looi,

both on Yamaha TZ500 racers

finished second and third respec-

tively, to achieve a spectacular Yamaha one, two, three victory. Besides, Yamaha riders won almost all support races of the

Improved Motorcycles - 126cc and

Yamaha TZ500

Yamaha RD125LC

Yamaha RX100 Yamaha RX100 Yamaha RX100

meeting as follows:

Class 351cc — 500cc 1. Fabian Looi

Lei Weng Pio
Class 251cc — 350cc
Lindsay Sng

Yongki Kamili

. Indran Lee

2. Yongki Kamili

Improved Motorcycles up to 125cc

again! (YZR500)

Malaysian

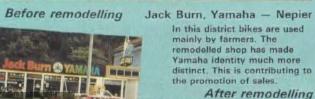


NEW ZEALAND

In this country the program of unified shop design has been implemented with the initiative taken by Mollers Yamaha since August of last year. This has contributed greatly to the expansion of Yamaha sales network.

"Open House" which was introduced in issue No. 3 of Yamaha News, was a





Tommy's Yamaha - Christchurch



Mollers Yamaha Center - Auckland

Auckland is the largest regional market in this country. Mollers Yamaha's branch shop which covers this important market is also redesigned. Red strips is effectively used for



After remodelling

Uniformity in Shop Design and Expansion of Sales Network

Before remodelling

Queen St. Yamaha - New Plymouth The shop has become vividly attractive after

After remodelling Before remodelling



Jacks Yamaha - Christchurch The remodelled shop presents a

Before remodelling

Discombe Yamaha - Hamilton



After remodelling



3. C. Maddii

5. C. Maddii

Uniformity in Shop Design and Expansion of Sales Network

Yamahahellas of Eliopoulos Brothers Ltd. which is hendling the import and sales of Yamaha motorcycles and outboards in Greece, is also pushing ahead with the unification of shop design. This is favorably received by all affiliated dealers.

Motorama (Zapantis) - Patras

After remodelling





Draco-Athens

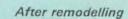


Ditiki-Naftiliaki-Patras



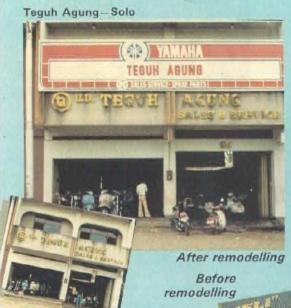
After remodelling

Aqua Sport-Athens





vemeber of last year, with the initiative taken by rapan Motor in Jakarta. Satisfactory results have en achieved until now.



endrawasih Motor-Klaten



Before |

by Harapan Motor is helping greatly to promote the program of unified shop design in Indonesia.

Merdeka Motor-Palembang

Before remodelling



COLOMBIA

a new shop after 2-year construction work. Mr. Claude Regnier, shop owner, one of the most successful road race riders. His vast knowledge and experience of road racing and motorcycles have been utilized to the fullest extent so that the new shop can emphasize Yamaha identity Mr. C. Regnier is always the first line of sales a as much as possible.









underground service shop

ヤマハ思松

After remodelling

A sales competition is getting intense in this highly potential market and Yamaha importers and dealers are making steady headway in the promotion of unified shop design to make Yamaha identity much more distinct.



Yamaha dealer-Hsinchu After remodelling

Before remodelling



Yamaha dealer-Taichung After remodelling



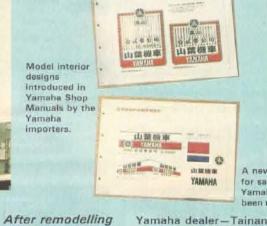
Yamaha dealer-Kaohsiung

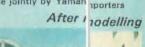
After remodelling



Yamaha dealer-Pingtung

Yamaha Shop Manuals by th









Yamaha dealer-Taichung



Yamaha dealer - Kaohsiung



Yamaha Kuromatsu-Sendai (northeastern Japan)

Japan is becoming a 3-million market where a sales competition is getting extremely intense especially in the 50cc field. All Yamaha dealers are striving to make their shops more appealing to customers in accordance with an established Yamaha shop design policy.





After remodelling



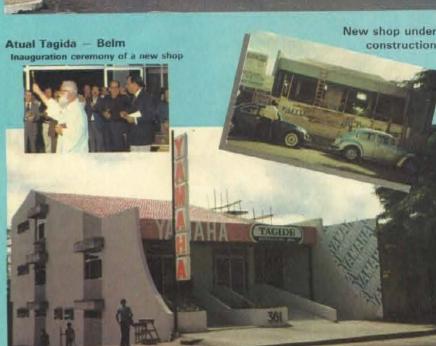
The program of unified shop design is well under way in Brazil as well. A shop design manual which has been made by Yamaha Motor do Brazil proves to be a good guide to the effective unification of exterior and interior shop design with specific emphasis being given to distinct Yamaha

The manual titled "Program of Visual Identification (PVI)" covers everything essential, such as outer appearance elements, shop front signs, vehicles, inner appearance elements, walls, ceilings, exterior and interior illumination, floor design, guide for minimal areas, etc.

Then, let's take a look at how the program is progressing.

In this shop the motorcycle division has been separated from the automobile division (GM) so that greater efforts are put in the sales promotion of Yamaha motorcycles.





New shop completed

Andretta Motoshop

After remodelling



Quebec Yamaha - São Paulo

into an attractive Yamaha shop. Workshop and



After remodelling

Uniformity in Shop Design and Expansion of Sales Network



Cautal Motor Ltda. - Canoas After remodelling



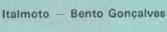


Motonauto-Belo Horizonte After remodelling

TO 12021105 1177 (1) Chase of some Yamaha parts.

Yamaha Rotacenter - Curitiba









Hugo Praun - Itajai After remodelling



NEWS ROUNDUP

"Venga a Yamaha" Campaign



From Colombia: The Yamaha dealers in Colombia are presently in the midst of conducting a nationwide sales campaign, "Venga a Yamaha" (Come on to Yamaha). Each of the dealers are conducting this campaign in their own fashion, putting to good use the sales promotion guide and the presentation materials with an illustration of the mascot characte Motoccidente Company in Cali City, which just saw completion of its new headquarters building after two years of work (a related article is on page 5 of this issue) combined this sales campaign with the celebration for the com pletion of their headquarters building and lauched a special sale for the occasion. The main feature in this special sale was a 10% discount on all spare parts sold during the sale. Also, everyone who made a purchase during this

either a Yamaha parasol, a Yamaha T-shirt, or a gold coupon Another special feature was the distribution of lottery tickets to all

hasers, with a chance to w one of the following prizes.

- 1) A free trip for 4 nights and 5 days to San Andres Island (San Andres Island in the Caribbean Sea is the biggest resort area in Colombia.)
- 2) A color television set
- 3) A refrigerator 4) A blender
- Yamaha News recently received the following message from Mr. C. Regnier, the owner and manager of Motoccidente Com-

Beautiful

Mt. Fuji?!?

From New Zealand: Do you

think this is a good picture of Mt. Fuji in Japan? The fact is, it isn't Mt. Fuji at all. This is a

picture of Mt. Egmont taker

from the roof of Moller Holding

Limited, 113 Courtenay Street

New Plymouth. New Zealand is

now in winter. Isn't snow cap

ped Mt. Egmont a beautifu

Credit: Photo by Taranaki Vewspapers Limited

Dear Friends:

would like to extend our most

delighted and fondest greetings to my associates at Yamaha News on this occasion when the new headquarters for Motoccidente Co., with eight stories and one basement floor totalling 9,000 square meters, has finally been com-

Frankly speaking, my country has entered an age of real economic difficulties. Nevertheless, motor-

the winner in the Malaysia GP on

a YZR 500, paid a visit to Hong

Leong Pte. Ltd. in Singapore the

The Popular Champ.



cycles present an ideal and decisive solution to the problem of transportation in this country, so I am very optimistic about the future of this business.

I am confident that our new dealership headquarters will be a great source of pride to you just as it is for us, and that the future of Yamaha will shine even brighter because of it.

Thank you very much.

room of this dealership and at-

tracted a large number of motorcycle fans. The Malaysian GP is

one of the most popular races in

DIGALE QUE NO SE PREOCUPEN





Follow-up on The Roadshow

Southeast Asia with the longest

history. Even non-racing fans are

aware of it. It was really great pro-

to drop in on a dealership like this.

"YAMAHA NEWS"

From Brazil: Yamaha Motor do

Brasil Ltda. (Mr. Masahiko Fukuta, President) has recently

Brazilian

is founded!

From U.K.: In regard to the Roadshow being conducted in England currently, which was the topic of last issue's special feature, Mr. Steve Hackett of Mitsui Machinery, the coordinator of this campaign, received a letter of appreciation from H. Dugdale Motors, one of the dealers to take part in this show. This letter is presented below in its entirety.

Dear Steve,

Just a letter of thanks regarding the Road Show, we had a fantastic two days, other than an instructor falling off one bike in front of the garage, going in a straight line, verything went like clock work I have taken many photographs and video cassette of the event, and when I have finished editing it, maybe it could possibly be used by yourselves.

When I have had all the invoices in for advertising I will forward them on for your attention.

Once again many thanks for help ing to make such a super weekend, and all the staff at T.W.Promo ions deserve a big pat on the back for they could not have been more helpful, they really are a super bunch of ladies and gentlemen.

Yours sincerely,

1982, O GRANDE

ed company organ paper "Noti-

ciário Yamaha" after intervals of

2 years. This covers everythings required to increase communica

tion between the company and all affiliated dealers and users. The

8-page newspaper contains com-

pany personnel affairs, new model

information, sports news, topics,

market trends, general sales policy, etc. which are very well

received by all dealers who are interested in Yamaha. The company

will continue to issue this news-

paper on a bimonthly basis.



H. DUGDALE MOTORS.

Contributions wanted

We at the Editorial Room of Yamaha News are always looking forward to having you supply us with various editorial materials so that we can make Yamaha News more instrumental to your business. Any sort of news or information would be highly appreciated if it is about Yamaha. Newspaper or magazine clippings will also serve to help us. Please attach some photos, colored or black/white to your news or information wherever possible.

Address: Editorial Room of Yamaha News, AD & PR Division, Yamaha Motor Co., Ltd. 2500 Shingai, Iwata-shi, Shizuoka-ken (Japan)

The top rider is also a top notch director



of Toshiba Yamaha Dealer Team) who won the 500cc GP in last year's Bathurst Race is recognized as one of the best road race riders in his country. Until last year, he was part of the New South Wales Dealers Team, and since he

was previously introduced in Yamaha News, many of our readers should know about him.

Not only is Ron an expert road race rider, but he is also doing great as a proprietor of two motorcycle shops. Just recently, he has begun to develop a whole new line of business. Ron owns motorcycle shops in Sydney by the name of Welbank, and now he has joined forces with the renta-car giant, Hertz, to start a rent-a-bike business. This is quite a timely idea considering that Australia counts only second after Africa in the opinion of European motorcycle enthusiasts as one of the places they would like to tour the most. At present, there are about 250 rental bikes available in Australia and these are used primarily for pleasure riding on weekends. The types of bikes ridden most often in order of popularity are; 1) touring, 2) trail and 3) commuting. As our readers are well aware, Australia is a huge country, and aside from large metropolitan areas, it has a lot of forest and desert. It is enough to make any motorcycle lover, European or otherwise, want to tour its vast stretches. Ron, who has been riding a wide variety of bikes in his country since the age of 14, decided to offer the following selection of bikes for rental; (for commuting and road use) SR185, SR250, XS250, RD250L/C, RD350L/C; (for touring) XJ550H, XJ650H, XV750H, XV1000, XS850H, XS1100H, XS1100RH; (for off-road and trail riding) DT175, DT250, XT250.

Ron's rental business is doing great, just like his motorcycle dealer business. He has proven himself not only as a first class rider, but also as a top notch company director. Below is a brief profile of Ron. FULL NAME: Ronald Anton Boulden. DATE OF BIRTH: October 4, 1959. SCHOOL ATTENDED: St. Pius College, Chatswood. HEIGHT: 1.77 m. WEIGHT: 69.8 kg. MARITAL STATUS: Single.
OCCUPATION: Company Director.
LIKES: Money, motor cars, bikes and
girls. DISLIKES: Bad food, unprofessional people, losing races. HOBBIES:





Pamphlet for rent-a-bike

Water-skiing, squash, scuba diving, spending money. MOST EMBARRASS-ING MOMENT: Falling off in the 350 Grand Prix at Bathurst in 1978 whilst leading by 33 seconds. OWN ROAD BIKE: Yamaha 1100RH. FAVORITE ROAD BIKE: Yamaha 1100RH. OWN CAR: Porsche 928. FAVORITE ALL-TIME



Ron blasts his way to victory in the Bathurst Race. (Photo from REVS magazine N0.16 of

RIDER: Mike Hailwood, MOST RE-SPECTED RIVAL: Gary Coleman. LAP RECORDS: Symmons Plains, 500; Oran Park, 500; Amaroo Park, 500; Bathurst, 500. PLANS AND AMBITIONS FOR THE FUTURE: Make lots of money, retire

For more successful business Yamaha-original, high quality items that will help to increase your sales by enhancing "Yamaha" in image

Mini harmonica pendam



Ball-point pen with digital watch

Size: 9.6mm (diameter) x 13.9cm (length), Material; Stainless steel. Price: ¥4,200 (FOB Japan)







Size: 3.7×1.53×1.1 (cm). Material: Golder thromium plated steel. Price: @¥800 (FOB Japan). Order number: W279



Illustrated wall paper

Size: 1.8 x 3.6 (m) Material: Art paper. Price: @¥3,500 (FOB Japan). Order number: W276

NEW INTRODUCTION FILM



DT125/175

Back in 1968, Yamaha created a new offroad motorcycle world by introducing the 250 cc DT-1, a name that has become legendary in this field.

The new DT125 and 175 which have a direct line from this predecessor, feature a very important idea - they must possess on-road performance equal to a good road sports machine while their off-road performance should be far above conventional

New introduction film "Yamaha DT125/ 175" which is produced specifically for main DT markets tells how beautifully this concept is realized in these models.

The latest off-road motorcycle technology based on long proven YZ racer technology has given birth to such a fresh sense styling, together with a number of technical improvements including leading axle type front forks with an impressive 200mm of wheel travel, Mono-cross rear suspension allowing an adequate 155mm of wheel travel, YEIS (Yamaha Energy Induction System), etc., the combined effect of which ensures more exciting and more reliable on-and-off-road performance.

SPECIFICATIONS:

Size: 16mm, multicolor Running time: 10 minutes Narration: English or Spanish Price: ¥35,000 per roll, FOB Japan Code number: F939

Note: The single cylinder engine model featured in this film is an air-cooled version and please make sure that this version is available on your market, before placing an order for the film,





