

SERVICE DRIVE PROCESS

1. Greeter Valet at front of drive places cone on car signifying they have been greeted and which advisor customer is waiting on (Blue- Appt, Yellow- Loaner, Green- Walk in)
2. Walk ins are on a round robin system.
3. Number on the cone represents the advisor. Advisors work in teams to help when one is busy to ensure customers are processed efficiently.
4. Designated valet scans customer tires for tread depth and alignment.
5. Advisor comes out and writes up customer on tablet while they are sitting in the vehicle.
6. Write up process complete. Advisor puts tag in car and on keys. Customer stays in vehicle
7. Loaner car coordinator writes up loaner car contract while customer is still sitting in their vehicle
8. Loaner car coordinator walks customer to staged loaner vehicles performing walk around and opening door for customer
9. Once customer gets out of their vehicle, the designated valet parks vehicle in service parking and puts keys in key machine.
10. Customer receives text from advisor thanking them for coming in with introduction, contact info, etc.
11. Customer is updated via text and given the option to pay for their service through a link texted by the advisor when vehicle is complete.
12. Customer picks up vehicle and advisor goes over the service invoice, thanking them for their business.