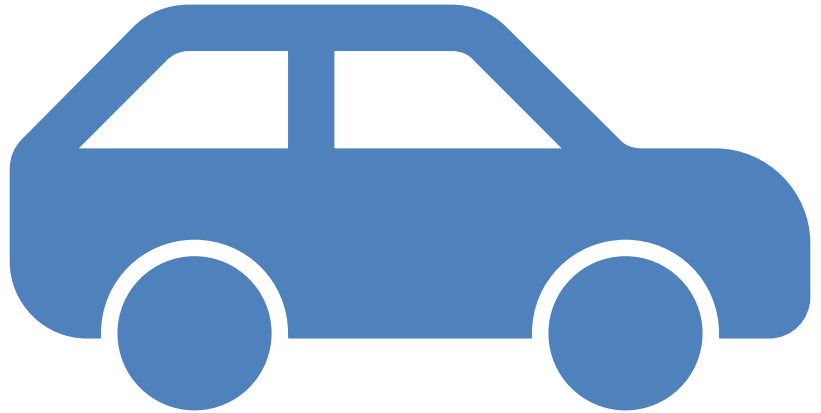


Customer Journey



CARS OIL CHANGE & CAR CARE PRODUCTS



Welcome to Our Maintenance Center



- satisfaction.



- Books of car.




- The process of car maintenance at our center.

Reception and Data Recording

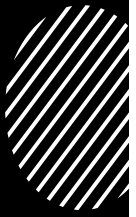

- Welcoming the customer.

- Collecting necessary information (car details, maintenance history, etc.).

- Ensuring accurate data entry for efficient service.



Inspecting the Car and Submitting a Price Quote



Conducting a
thorough inspection
of the car.



Identifying
necessary repairs or
maintenance.



Providing a detailed
price quote
outlining services
and costs.

Car Work Execution

1

Assigning a technician and supervisor to the car.

2

Following the outlined price quote for repairs and maintenance.

3

Ensuring quality and adherence to standards..

Confirming the Price Quote and Preparing the Invoice



Confirming the price quote with the customer.



Preparing the invoice, detailing services and costs.



Ensuring transparency and clarity in the billing process.



Issuing the Invoice and



Payment



Issuing the final
invoice upon
completion of work.



Collecting payment
from the customer.



Providing
information about
future maintenance
recommendations.



Customer Follow-Up After Maintenance



Reaching out to customers after maintenance.



Ensuring customer satisfaction and addressing any concerns.



Providing reminders for future maintenance appointments.

Thank You for
Choosing Us

