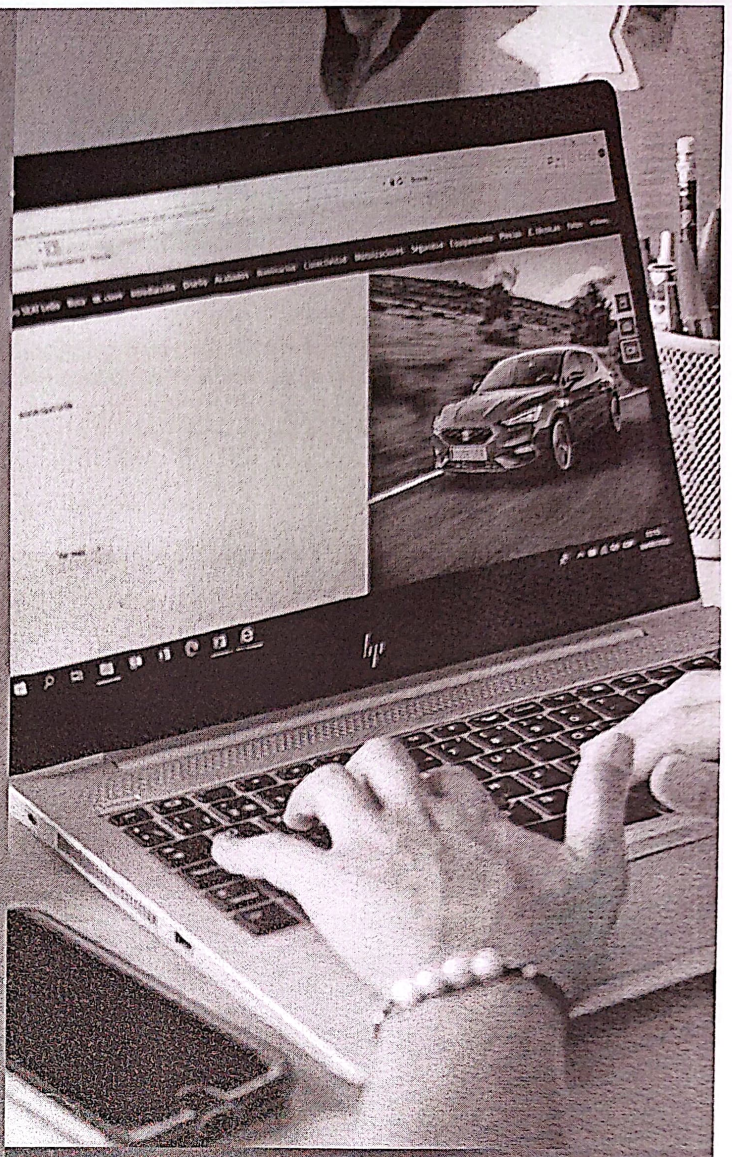
KNOWLEDGE TEST



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2.5. KNOWLEDGE TEST INTRODUCTION

Description

The knowledge test consists of a written questionnaire in which the Service Advisor's knowledge related to their daily work and the automotive business will be assessed. The test will have the following characteristics:

- 60 questions
- Multiple choice with 4 options and a single correct answer.
- Incorrect answers do not add points but they do not take them away either.
- Questions are selected randomly from a pool of questions

The questions

The knowledge test is automatically generated by getting the questions from the CMS hosted on the Training hub. This means that no two tests are alike, even if people are taking them at the same time, or for people who have to repeat the test due to a low score.

The randomly generated test is taken on the basis of all the questions from the compulsory courses taken on the way to certification. This pool of questions may vary depending on the market.

In Tazio, the test is set up to have different content and always include questions from each of the courses.

If you don't use Tazio as an assessment tool, you can still get the file of suggested questions to be added to the tool used by the market for the test.

Certification criteria

The final score for the knowledge test is calculated based on the percentage of correct answers. To be considered as a pass, you must get 80% of answers right, i.e. 48 out of 60.

56/60

Time

- 60 minutes

Participant Details

- Name :

Mirna Hanna

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Question	Chooses	Answer
Which of the following is one of the objectives of the Brand Liability department?	Fighting against the sale and distribution of counterfeit parts.	
	Developing genuine parts and accessories of a higher quality.	
	Defending SEAT's industrial property.	
	Answers A and C are correct.	✓
Why is it so important to fight against the counterfeiting of parts?	It's not important. Counterfeiting allows parts to be bought for cheaper.	
	Because an inferior quality has a direct impact on the safety and durability of SEAT vehicles.	✓
Some of the most commonly counterfeited parts include:	Maintenance parts, electronic components, logos, bodywork components and safety systems.	✓
	Seats and interior panels.	
	Engines and gearboxes.	
	Electronic management units.	
What is the main difference between a Genuine Part and a counterfeit?	Only the price.	
	There isn't one, they are normally identical.	
	There are no detectable differences.	
	Genuine Parts are created for each of the models using SEAT quality standards.	✓
One of the main functions of Marketing is to ...	Empower yourself against the competition.	
	Lower costs when producing new products and services.	
	Facilitate the exchange between people and companies.	✓
	Seek financing to sell new products and services.	
Which is the formula for calculating ROI?	(Income-Costs)/Investment	
	(Billing - Costs of means, premiums and incentives)/Investment	
	(Profit - Investment)/Investment	✓
	(Billing - Investment)/Investment	
Within the SWOT matrix, where would you classify the fact of Not having a Fast Service?	Competition strength	
	Threat	
	Weakness	✓
	Opportunity for the Service Partner	
Only one of these four statements about the SWOT matrix are correct. Which one is it?	Threats are the internal elements (organisation, employee training, resources, etc.).	
	Opportunities are the elements within the our environment (market situation, legislation, financing ...) that can help us consolidate ourselves and grow.	✓
	Weaknesses are the elements in our environment that hinder our growth.	
	Strengths are the factors that help us grow in the near future.	
What is Marketing?	A series of communication campaigns to publicise products and services.	
	A set of techniques to attract customers.	
	A set of techniques and strategies to create, communicate and generate emotions in people.	✓
	A short-term strategy to associate a company with its environment.	
What is the purpose of a driver assist system?	To avoid accidents	
	To take control of the vehicle in the case of incorrect driver decisions	
	To avoid the driver having to concentrate on driving	
	To increase driving comfort and safety	✓
What is the procedure if in doubt about the	Consult the vehicle user manual	

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operation of a driver assist system?	Check the configuration settings of the assistants in the vehicle	
	Go to official information channels or the official SEAT service	
	All of the statements are correct	✓
Which assistance system allows the speed and safety distance to be set?	ACC	✓
	Lane Assist	
	Speed limiter	
	Front Assist	
The Lane Assist adaptive lane guided function...	Cannot be switched off	
	Constantly intervenes in the steering to keep the vehicle in the middle of the lane	✓
	Allows hands to be continuously taken off the steering wheel	
	Takes over the vehicle's steering to guide it to the destination entered in the navigator	
Is it important to prepare the contact with customer beforehand?	It depends on the interlocutor	
	Yes, it expedites the communication and you will provide the maximum detail in a single call	✓
	No, it is not necessary, as I cannot anticipate the questions that the interlocutor will ask.	
	Yes, as the objective is to sell the maximum number of products via telemarketing.	
Which is the ultimate goal of making calls?	Getting them to go to the Service Partner	✓
	Achieving the maximum number of sales	
	The only objective is feeding the database	
	Informing all contacts about the current promotions	
Which of the following aspects should you consider when starting a call?	Easing the customer by saying it will be a short call	
	Asking the customer if they can take the call	
	Being respectful and showing interest when attending the interlocutor	
	All the above answers are correct	✓
If an interlocutor gives the following objection "I have no time", what would you answer?	I would hang up as they may be busy and this way they don't get upset	
	I would try to obtain as much information in the shortest time possible	
	I would be understanding and ask if there is another moment I can contact them	✓
	I would hang up and try calling at another time	
When I call and I encounter a filter...	I provide all the information; that person may also be interested or convince the end interlocutor	
	I address them politely saying who I am, why I am calling and I ask to speak to the interlocutor	✓
	I assume that they are not interested and I delete them from the database	
	I keep them on the phone until they can transfer me to the person I need	
Why do we call the Service Adviser's relationship with both the customer and the Brand a two-fold relationship?	Because the Service Adviser, through the Authorised Service Partner, conveys customer requirements and requests to the Brand and advises them on the advantages and benefits of SEAT products and services.	✓
	Because the Service Adviser performs a dual role: that of technician and sales representative.	
	Because the Service Adviser is able to make decisions as the representative of the Brand and the Authorised Service Partner, as well as on behalf of the customer.	
What is the purpose of the four phases of the AIDA model, upon which sales techniques are based?	To achieve customer adhesion to the sales representative's proposal through stepwise persuasion.	✓
	To advise customers on the products and services they should acquire.	

-1

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	To arouse customer interest in products and services offered by the sales representative.	
What is the main reason why customer complaints need to be handled adequately?	The Brand is able to intervene and provide solutions.	
	To compensate the customer for any inconveniences caused.	
	To ensure customer satisfaction and build loyalty towards the Authorised Service Partner and the Brand, as well as to prevent future errors.	✓
What is the "alternative selling" technique?	Offering the customer two alternatives; by choosing one of them they will decide to buy.	✓
	Asking the customer to decide whether to buy or not to buy at that moment.	
	Faced with two options, making the customer unsure of which to choose.	
What happens when a customer brings their vehicle to the Authorised Service Partner without an appointment?	Even if it is possible to attend to them the vehicle is not received, and an appointment is made for a suitable time in the future.	
	In this case the customer is attended to, although preference is given to customers who have an appointment.	✓
	They are attended to if possible. A "virtual" appointment is made.	
	It is not possible to attend to customers who do not have an appointment.	
Which of the following statements is correct?	The customer's satisfaction provides us with the opportunity to offer them new products and services, but not to sell them the same ones again.	
	It is more profitable to build a customer's loyalty than to win back a customer.	✓
	Customer loyalty does not ensure the profitability of the Aftersales business.	
	Customers talk to others about their positive experiences but never about their negative ones.	
A poor vehicle reception may result in:	The customer not arriving at reception even though they have made an appointment.	
	A job being repeated due to poor quality.	✓
	A job the customer requested not being noted in the Repair Order, and therefore not being carried out.	
	It not being possible to invoice for the jobs requested by the customer.	
The effective reception ends when:	The customer arrives at the Authorised Service Partner.	
	The Service Advisor says goodbye to the customer and provides the workshop with the necessary documents.	✓
	The customer is handed a copy of the Repair Order/deposit receipt.	
	The workshop finalises the job and makes the vehicle available for handing over.	
A reception is considered to be effective when:	The Service Advisor detects exactly what jobs the vehicle requires.	
	When the customer is satisfied to have taken their vehicle to the Authorised Service Partner.	✓
	When the customer doesn't understand what repairs their vehicle requires but accepts the Service Advisor's proposals although still with some doubts.	
	When the customer feels like the price of the job is not competitive but decides to leave the vehicle for fear of losing the warranty.	
DISC Methodology:	This is used to detect which are the best products for the customer.	
	It shows us the degree of customer satisfaction with the service.	
	It helps the Service Advisor to know how to influence the customer.	✓
	It is a sales technique to be able to differentiate between good and bad customers.	
We recognise a customer with a D profile in the DISC Methodology because:	When they talk, they get to the point.	
	They speak confidently to us, speaking quickly and loudly.	

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	They give us orders about what they want.	
	All these statements are true.	✓
In the SWOT Matrix applied to sales:	The Opportunities detected refer to the company's competitive advantages.	
	The Threats refer to barriers or limitations we can find in our environment.	
	The Weaknesses refer to points where the company is not competitive.	
	All these statements are true.	✓
When we use the DISC Methodology, Empathy Map, SWOT Matrix and Eisenhower Matrix in sales:	They need to be used separately, they cannot be mixed.	
	All 4 need to be taken into account on first contact with a customer, but we only use a maximum of 2.	✓
	They can be mixed together, and even just a part of each can be used.	
	They are the only tools that exist for sales.	
Which of the following are skills of an excellent salesperson:	Focus on the customer.	
	Focus on results.	
	Positive communication.	
	All of the above.	✓
1. By using the Accident Damage Management strategy, we will contribute to	☐ Increasing the sale of labour in the SEAT official network.	
	☐ Increasing the bodywork business in the SEAT official network.	✓
	☐ Reducing the labour rates in the negotiation with insurance companies.	
3. Which are the bases for negotiation between SEAT and the insurance companies?	☐ Labour discounts adjusted to the structural costs.	
	☐ Discounts only on parts.	
	☐ High standards of quality, knowledge, equipment and installations.	✓
7. The active acquisition of customers in order to sell Clever Repair is favourable in:	☐ Customers highly dependent on the car.	✓
	☐ Customers whose damages on the car are higher than the excess insurance established in the insurance policy.	✓
	☐ Customers whose cars have extensive but small metal work damage.	
8. One of the functions of the Accident Specialist's Sales Advisor is to reach an agreement with the expert. For this purpose, he must	☐ Analyse the expert report delivered by the expert and accept it if in conformance.	
	☐ Reaching an agreement is not necessary if it is a collaborating company.	
	☐ Receive the expert's appraisal with an estimate drawn up.	✓
Which system should we use to access all the vehicle information registered by the manufacturer?	ODIS.	
	ELSAPRO.	✓
	CEM.	
	ETKA.	
ODIS allows diagnosing faults quickly and also provides the following information:	Vehicle maintenance list: Technical Product Information, Service Measures, TPI's, etc.	
	Queries about the vehicles characteristics, Warranty processing, Queries about and processing of Commercial Support Actions.	
	Technical solutions for faults, Intervention times, Circuit diagrams, etc.	
	Vehicle information, Repair manuals, Circuit diagrams, Service measures and Technical product information.	✓
Which system should be used to code vehicle immobilisers?	ETKA.	
	OPARTS.	
	GEKO.	✓
	WISH.	
The Quick search for technical solutions by	ODIS.	

-1

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means of a guided and structured process is carried out through:	DISS.	✓
	DISS Monitor.	
	ELSAPRO.	
How do you access SAGA2?	Via ELSAPRO.	
	Via the Internet, provided there is a standardised connection.	
	Via any DMS, provided that it is standardised by SEAT.	
	Via the CPN Corporate Portal.	✓
What benefits does the DISS system provide to SEAT?	It provides control over the services that are provided at the Authorized Service Centre.	
	It allows knowing the behaviour of its fleet of vehicles.	✓
	It streamlines the processes related to warranties.	
	It verifies the quality of the parts used in vehicle manufacturing.	
What happens when Technical Assistance is consulted about a DISS record that is in process?	The response appears on the Entry tab of DISS Monitor.	
	The response appears on the DISS tab called In-Process of DISS Monitor.	✓
	The Authorised Service always receives an e-mail informing about the availability of the response.	
	A New icon appears on the Consultations Made tab, which when selected, opens up the response to the consultation made.	
If a DISS record is initiated by the Service Advisor when receiving a vehicle, can the Master Technician continue with it?	No. The person who creates a DISS record is the one who must continue with the processing and follow-up process.	
	Yes, as long as the DISS record is the informative type.	
	Yes.	✓
	Yes, if the Quality Manager delegates this task.	
Which of these advantages of the Digital Service Schedule for the Customer are false?	Printout of the service record in the desired language.	
	Change of workshop without any issues.	
	Assurance when purchasing a second hand vehicle.	
	Efficiency in the preparation for the appointment and workshop scheduling.	✓
Which of these advantages of the Digital Service Schedule for the Workshop are false?	Simple demonstration of the warranty rights.	✓
	Differentiating potential and additional contacts with customers.	
	Integration of the application in existing systems, without having to stamp or sign the service in paper format or use different applications.	
	Querying the vehicle data in the language of each country.	
Which is the first step in order to create a service record?	Generate a maintenance table	✓
	Generate a ticket	
	Edit a process	
	Cancel the last service entry	
What guarantees the authenticity of a record?	The VIN	
	The security code	✓
	The Dealer's stamp	
	The Dealer's signature	
Who has access to the record of a service within the first 10 days?	All the Dealers	
	The Dealer that performed the record	✓
	Only the Importer	
	Only the person who created the record	
DISS is accessed through:	ElsaPro.	✓
	ETKA.	

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	DMS.	
Is ElsaPro part of all the DMSs in the SEAT Network?	Not yet, but it will be.	✓
	It is already part of the approved DMSs.	
	It is found in all DMSs.	
What is Active Reception?	It consists in assisting the customer at reception without sitting in the office.	
	It consists in agreeing with the customer on the interventions to be carried out on the vehicle after its inspection.	✓
	It consists in carrying out the reception with the customer present in the workshop.	
	It consists in determining the elements to be replaced in a vehicle due to wear and tear. It corresponds to maintenance.	
Which are the customer's main expectations at the Reception?	Reasonable price and timely completion of the work.	
	Reasonable price and promotional offers.	
	Transparent information about the price and interest in serving and understand them.	✓
	Exclusive commitment of the person serving them and immediate availability of spare parts and accessories.	
Which of the following statements is NOT an objective of reception?	Agree with the customer on the work to be done.	
	Agree with the customer on the date of vehicle collection.	
	Obtain the customer's agreement on the price of the work.	
	Increase the deferred sale of spare parts and labour.	✓
What type of indicator shows the result of Workshop throughput/Average Invoicing per workshop throughput?	An indicator of the Service Advisor's work quality.	
	An indicator of profitability.	✓
	A strategic Indicator of the Service Partner's balanced scorecard.	
	A qualitative indicator.	
Which elements are the first to be assessed in the Active Reception process?	Those inside the vehicle (interior lights, instrument panel ...)	✓
	Safety elements (tires, brakes...)	
	Elements that the customer says need to be repaired.	
	The elements of the engine compartment, to free up the elevator.	
In communication the participation of the receiver must be:	Passive.	
	Optional.	
	Active.	✓
	Assertive.	
The sender must collect information about the effects that their communication produces, this information is:	Feedback.	✓
	The message itself.	
	Distraction.	
	Noise.	
In effective communication over the phone, in the active listening phase, it is important to:	Earn the customer's trust by being polite.	
	Link your proposal to the customer's needs.	
	Formally introduce yourself.	
	Nod in order to show interest in what the customer is saying.	✓
Influencing questions help us to:	Confirm that the message has been understood.	
	Influence the final decision.	✓
	Find out the interlocutor's needs.	
	Obtain a lot of information.	

ROLE PLAY
RECEPTION

SEAT

2.1.1. ROLE PLAY - RECEPTION
INSTRUCTIONS FOR THE PARTICIPANT

Scenario 3 description

Next, you will perform an exercise in which you will have to assume your role as a Service Advisor. You can use your real name for completing the exercise. All the necessary information to be able to carry out the exercise is available to you: customer file, vehicle information, dialogue reception sheet and current campaigns.

Background

You have been working as a Service Advisor at SEAT East Cairo, S.A. for the last two years. You are happy with your job because you have always liked dealing with customers and the company you work for is giving you good professional development opportunities.

The SEAT East Cairo workshop is located on the outskirts of the city. Most of its customers are very loyal to the brand and the workshop, as the dealership and the after-sales service have been in the area for more than ten years.

There are two service advisors, a workshop manager and an after-sales manager, plus the mechanics and specialists. Your main tasks involve carrying out the dialogue reception of vehicles, delivery and giving any advice that customers may need.
Occasionally you order spare parts and organize the workshop steps, but always under the supervision of the workshop manager.

Scenario

You've just started your day, it's 8.30 a.m., you've checked your schedule and you know that at 9.00 a.m. you're meeting a customer who is coming for the 60,000 km service.

Your colleague usually takes care of this customer but today he is on sick leave, so he has asked you to meet the customer. You have noted that the customer has commented that several lights are coming on and that he/she does not know what they are.

Customer File

Surname: Magdy

Car model and year: SEAT Ibiza 1.6 110 hp (2020)

Last visit to the workshop: April 2023

Last recorded mileage (km): 50,770 km

Repair history: Oil change, brake fluid, pollen filter, spark plugs, wiper blades and front brake pads.

Objectives

- Find out as much as you can about the customer to establish a relationship of trust.
- Carry out the reception process according to the vehicle and customer.
- Offer appropriate commercial campaigns, financial services, spare parts and accessories.

2.1.1. ROLE PLAY - RECEPTION
INSTRUCTIONS FOR THE PARTICIPANT

Scenario 3 - Vehicle for a DR

Windscreen in good condition.

Right front headlight cracked by an impact and with a small hole.

Right mirror with marks from rubbing.
Bodywork in good condition.

Tyres in good condition.

2.1.1. ROLE PLAY - RECEPTION
CURRENT CAMPAIGNS

Sell In - Sell Out* Campaign

POSVENTA – SEAT
CIRCULAR PRODUCTO
/Campañas comerciales
Sell in – Sell out

A la atención de:
Gerente
Jefe de Ventas
Jefe de Posventa
Jefe de Recambios

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Dear collaborators,
We are pleased to inform you of interesting mug discounts, applied to different accessories campaigns. They are detailed below:

- full Link system: makes daily life easier by integrating a wide variety of applications compatible. Connect the smartphone to the SEAT infotainment system and easily and safely access the different Apps.
- Parking assistance devices, which help to report obstacles and are very useful for blind spots, as well as the distance available to maneuver. emergency light that replaces the triangles, providing greater
- Easily Bicycle carrier: adaptable to the vehicle.
- Electric towbar: Electrical system, which facilitates maneuvering when hide the hook (efficient ergonomic U mug system).

PRODUCT FAMILY	PROMO DISCOUNT	RRP	net price
PARKING SENSORS	-15.0%	7,000	5,950
BIKE RACK	-15.0%	3,700	3,150
ELECTRIC TOW BAR	-15.0%	3,950	3,350
FULL LINK	-15.0%	4,850	4,150

2.1.1. ROLE PLAY - RECEPTION
CURRENT CAMPAIGNS

Tyre campaign*

POSVENTA – SEAT
CIRCULAR PRODUCTO
CAMPAÑA NEUMÁTICOS

A la atención de:
Gerente
Jefe de Posventa
Jefe de Recambios

SEAT

Dear collaborators,

With the aim of optimizing the profitability of our purchases and with the aim of continuing promoting this important business line for everyone. from Operations Post-sales we are pleased to inform you of the "Tires Campaign" This campaign gives you an additional discount on the purchase of 40 high-reference references rotation that you can consult in the attached file including the main measurements and marks.

The additional discount will be applied from the first unit directly on the invoice:
Bridgestone : Discount 10%
Continental : Discount 10%

Tyre Campaign					
SIZE	BRAND	Drawing	RRP	Net campaign	Discount
185/65 R15 92V	Bridgestone	Ecopia EP001	3,150	2,850	-10.0%
185/65 R15 88H	Continental	Comfort Contact 6	3,000	2,700	-10.0%

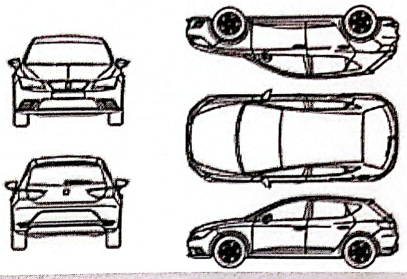
KAYAN

SEAT S.A.

Authorised Service		Address
Telephone	E-mail	Website

ACTIVE RECEPTION

Service Advisor	Mirna hanna		
Customer	Madgy		
Date	27-7-2023	Km 60 000 km	R.O. No.
Number Plate		Variant	
Vehicle ID	Seat Ibiza	Engine	



ACTIVE RECEPTION ☐ ACTIVE RECEPTION PLUS ☑ VISUAL DAMAGE INSPECTION ☐

Reason for refusing Active Reception

Details of past inspections/jobs

Special Offers

Service Packages

VEHICLE INTERIOR

/ CONTROLS, INSTRUMENT PANEL AND LIGHTS				Comments
1 Lights and instrument panel (warning lamps: AdBlue, windscreen washer...)	☐		■	Right light crack.
2 Windscreen wipers (front/rear) and headlight washer	☐		■	
3 Door mirrors (left/right)	☐		■	Right Mirror
4 Parking brake	☐		■	
5 Visual status (*)	☐	☐	■	

/ DIAGNOSIS				Comments
6 Diagnosis	☐		■	

VEHICLE EXTERIOR (left side/back/right side/front)

/ WHEELS AND BRAKES				Comments
7 Tyres	☐	☐	■	
8 Brakes	☐	☐	■	
9 Wheels (*)	☐	☐	■	

/ BODYWORK, PAINT AND LIGHTS				Comments
10 Bodywork and paint on roof and sides (left/right) (*)	☐		■	
11 Door mirrors (left/right) (*)	☐		■	
12 Headlights, tail lights, indicators and number plate light	☐		■	
13 Bumpers (front/rear) (*)	☐		■	
14 Bodywork and paint on bonnet and boot lid/tailgate (*)	☐		■	
15 Door pullers/Handles/Fuel cap	☐		■	
16 Boot	☐	☐	■	

/ WINDSCREEN WIPERS/WINDOWS				Comments
17 Rear wiper	☐	☐	■	
18 Windscreen wipers	☐	☐	■	
19 Windscreen/windows (*)	☐		■	

ENGINE COMPARTMENT

/ ENGINE COMPARTMENT				Comments
20 PLUS Battery	☐	☐	■	
21 PLUS Antifreeze	☐		■	

VEHICLE UNDERBODY

/ VEHICLE UNDERBODY				Comments
22 PLUS Crankcase protector	☐		■	
23 PLUS Exhaust pipe	☐		■	
24 PLUS Brake and fuel systems	☐		■	
25 PLUS Drive shaft/ball joints	☐	☐	■	
26 PLUS Steering	☐	☐	■	
27 PLUS Rubber bushes	☐	☐	■	
28 PLUS Suspension	☐	☐	■	

(*) These components must also be checked during the visual damage inspection

Customer signature | SEAT Authorised Service signature and stamp

Remarks:

N.B.- The specific check points of the Active Reception PLUS can be carried out on vehicles that have more than 45,000 km on the clock or are more than 4 years old.
This report presents the results of a visual examination of the abovementioned points/components. It does not exclude the possibility that the vehicle could have faults/issues other than those found or indicated. The customer is aware of the faults and issues with the vehicle and decides to repair only those indicated in the Repair Order.

☐ Visually OK ■ Visually not OK/Damage to vehicle ☐ Advisable

First copy for the Customer / Second copy for the SEAT Authorised Service

Written Exercise

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3. Written Exercise
INTRODUCTION

Written excercise – Service Consultant

Please read the following complaint of your existing customer, Mr. Smith. Think about the different opportunities there are to react and write an appropriate response to regain Mr. Smith as a loyal customer. Use your communication skills, to meet the customers' expectations.

Dear Mr. Miller,

I would like to complain regarding a telephone conversation I had with one of your colleagues some hours ago.
I bought an Ibiza at your dealership last year and I was very satisfied with the customer oriented service at the time. Unfortunately, my Golf started to make strange sounds two days ago. I was indeed upset because I consider my car still new and problems such as that should not appear within the first year. Therefore, I tried to get an appointment in the workshop to check the reason of that noise but your service assistant told me, the next opportunity would be only in two weeks. That is unbelievable and unacceptable for me because I need my car every day to get to the office.
I would like you to find an appointment for check-up within the next two days.
I am looking forward to hearing from you as soon as possible. If this should not happen, I will change the dealership. You can contact me at the address and phone number below.

Sincerely,
Bill Smith

Time

- Total: 30 minutes
- Preparation time: 15 minutes
- Presentation time: 10 minutes
- Question time: 5 minutes

Dear Mr. Smith,

Thank You For Your e-mail,
I do really appreciate it the quick response From VW Group, as I expected from my favorite brand.

We apologize For the bad estimation of your case from our colleague.
It's also not acceptable for us to set late appointment as it's an emergency case.
We Prepared an appointment tomorrow to diagnose your vehicle wishing it's something simple.
Your words as a loyal customer, we always appreciated as It makes us improve our service in the future.
As the responsible contact For all matters concerning sales and service of Volks Wagen in Egypt, We have asked them to look into your issue and to get in touch with your directly.
Please expect Further communication from them.

Yours sincerely,
Miller