Appointment setting

Q: What appointments can be made with definitive(set start and endings)answers to customers?

A: Any regularly scheduled service(oil changes, fluid changes, filters and check overs), any revision that has been previously made with parts list(with the only given exception is when so much time has gone by that there could be more that needs to be done). Parts are to be ordered ahead of time when such appointment is made and deposit made on any special order parts at the time that appointment is made.

Q: What appointments cannot be made with a definitive start and ending upon customer request?

A: Anything related to diagnostics should be set as Drop appointments only due to the nature of the procedure. Since we don’t know the exact problem, the time for completion cannot be assumed or known, therefore no promises will be made. Since other cars that require diagnostics can take longer than assumed or known, we cannot and will not pinpoint the time of the start of the diagnostics because each car diagnosed can alter the timeline.

It is ok to give the customer an idea of our “appointment and workflow” giving them an estimated time of when the car should be coming into the shop. We are trying to encourage them to bring their cars to us for diagnosis, but not set ourselves up for failure of not meeting a goal for them. No promises should be made surrounding diagnosis due to all of the unknown variables surrounding their and \*other customers cars. Remember, their car is not the only one we are working on.

When cars are dropped off and getting worked into the schedule a Text message should be sent to them roughly an hour before we anticipate getting the car into the shop prepping them for the next phone call in 1-2 hours with a diagnosis(sale of work needed) or additional time needed for diagnostics. This will help make communication with them more efficient for the technician and customer alike.