Service writer/Dispatcher and technician/customer handling

Initial Customer interaction

IN Office

1. Get customer info if new or verify customers data. If customer is new, where did they come from/hear about us?

2. Write repair order based on previous estimate or new estimate noting all complaints and service concerns.

3. Assign Service advisor to repair order.

IN Parking lot

1. Check all CBS or service data with customer present.
2. Start engine and Note any warning lights that are on and do a walkaround on vehicle.
3. Have customer point out noises they are describing and fill out a noise/problem checklist.

IN Office

1. Attach a courtesy check to vehicle if car is new to us or hasn’t been here in the last 90 days.
2. Customer is to agree with how description of problems that we are to address on repair order and cost involved.
3. Have customer sign repair order, or If car was towed in or in the night drop box, have customer confirm via text or email.

Technician Dispatch

1. Dispatch work to technicians based on experience, work load of individual tech and Past history with vehicle.
2. Assign technician to repair order and change status via tablet. Verbally tell technician of Repair order assigned.

Technician Procedure with Advisor \*

1. \*Go over any revisions with technician on file

2. \*Receive diagnosis and repairs needed from technician in writing and review and understanding of those needed repairs, noting level of severity from 1-10.

3. Work up estimate for new repairs combining repairs when neccesary for customer/technician advantage using factory labor guide

4. \*Review estimates with technician to finalize or adjust for overlapping and to verify technician goal and intentions for proper repairs and labor/parts. The labor times will not change once this review is made and customer is called unless authorized by customer for unforseen repairs. Not having accurate labor times isn't an excuse for increasing labor times.....REVIEW tickets with tech BEFORE calling!

5. Call customer for sales/repairs to be made

6. Pull/Order all parts allocated to repairs order. Make PO for ANY parts to be ordered. Check off the boxes for parts that are here, make technician aware of parts here/ordered and timeframe.

7. Note Expected time of completion of vehicle

8. Dispatch ticket back to technician if schedule provides via Status and verbally

9. \*Notate and take pictures of any additional findings that were caught during tear down, upon completion of tear down, discuss findings and final plan with Advisor.

10. \*Received completed repair order with additional tech notes if available after test drive. Confirm all repairs have been done and note mileage(technician and advisor)

Invoice and Notification of completion

11. Invoice Repair order, call and text customer notifying of completion and basic courtesy reminder for pickup to avoid storage fees.

12. Change status to called and completed, noting date of completion.

13. If car is not picked up on 3rd day of completion, send customer detailed storage policy via text/email.

14. Upon customer arrival, show old parts and go over repair order/invoice. Present future plan for repairs if needed

15. Attach signed invoice with original signed RO and give customer the invoice with $0 balance.

16. Place TMB copy in "completed/signed invoices" box.