

WIPER BLADES

Present after applying sticker

- If No Splits:** "How did your wiper blades work the last time it rained?"
- If Recommend Replace:** "I noticed your wipers are splitting. We can replace them now."
- "We have 2 options."
 - Beam Blade: "Our premium blades eliminate streaks. They come with a 6-month warranty. We can replace them for \$XX.XX per blade."
 - Conventional Blade: "We also have standard blades for \$X.XX per blade."
- "Would you like to replace your wiper blades?"

ENGINE AIR FILTER

Present after Service Review

- If Clean:** "This is your engine air filter. It helps keep your engine clean. It is clean so you do not need to replace it today."
- If Recommend Replace:** "This is your engine air filter. It helps with better gas mileage, horse power and engine life. It's dirty and I recommend replacing it today. The cost is \$XX.XX. Would you like to replace it?"

CABIN AIR FILTER

Present after Engine Air Filter

- If Clean:** "This is your cabin air filter. It filters all air that you breathe in the cabin. It is clean so you do not need to replace it today."
- If Recommend Replace:** "This is your cabin air filter. It filters all air that you breathe in the cabin. It's dirty and I recommend replacing it today. The cost is \$XX.XX. Would you like to replace it?"

COOLANT EXCHANGE

Present after Service Review with Manufacturer's Recommendations

- "[Insert manufacturer] recommends a coolant exchange every [X years or X miles]. This will help keep your engine cool, prolonging its life. We can replace your coolant for \$XX.XX. Would you like us to take care of that for you?"

FUEL SYSTEM

CLEANER

Present Last

- "Fuel cleaning additives help keep your fuel system clean from deposit build-up and maximize your fuel economy. Industry standards recommend to have this done every 3,000 miles. We offer this service for \$X.XX. Would you like us to complete this for you today?"

SERVICE WRITER RULE SHEET



OVER 75,000

ADVANCED FULL SYNTHETIC HIGH MILEAGE

- Advanced full synthetic
- Protects against metal-to-metal contact
- Meets European standards
- Fights sludge and conditions seals
- Helps reduce leaks

SYNTHETIC BLEND HIGH MILEAGE

- Synthetic blend
- Fights sludge and conditions seals
- Helps reduce leaks & oil consumption

WE ALSO PROUDLY POUR:

SYNTHETIC BLEND

- Premium-quality base oil
- Breaks down deposit build up and keeps more from forming
- Excellent sludge control

ADVANCED FULL SYNTHETIC



- Advanced full synthetic
- Protects against metal-to-metal contact
- Meets European standards
- Anti-sludge / Anti-wear protection

FULL SYNTHETIC



- Entry level full synthetic
- Anti-sludge / Anti-wear protection
- Reduces fuel consumption

DRYDENE (DIESEL)

- Synthetic, best for performance and towing
- Synthetic blend, stop and go
- Conventional, everyday driving

YOU ARE THE OIL CHANGE EXPERT! MAKE A RECOMMENDATION!

Customer Service Issues: First, involve your Manager. Second, involve your District Manager as needed. Lastly, if the customer still needs help: 504-837-0670 - press 3 or 4 customerservice@take5oilchange.com

Human Resource Issues (employees): 504-837-0670 press 4 OR anonymous hotline is: 833-360-0044 HR@take5oilchange.com