

**mitsukoshi Motors PHILIPPINES, INC.**  
**JOB DESCRIPTION**

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| <b>POSITION TITLE</b>      | <b>: BRANCH MECHANIC</b> |
| <b>DIVISION/DEPARTMENT</b> | <b>: OPERATIONS</b>      |
| <b>LEVEL</b>               | <b>: RANK AND FILE</b>   |
| <b>REPORTING LINE</b>      |                          |
| Reports to                 | : BRANCH MANAGER         |
| Supervises                 | : None                   |
| Internal Contact           | : All Departments/Branch |
| External Contact           | : Customers              |

**JOB OBJECTIVE:**

Responsible in the pre and post sales maintenance of all MITSUKOSHI motorcycle units and ensures that motorcycle units for release to customers are free from any deficiency and customers were well informed of the proper use and control of motorcycle unit.

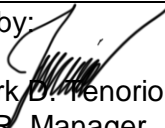
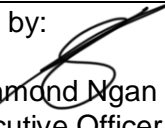
| <b>DUTIES AND RESPONSIBILITIES</b> | <b>ACCOUNTABILITIES</b>  |
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| 1. Administrative                  | <p>1.1 Prepares Job Order for any repairs to be done</p> <p>1.1.1 Ensure that all motorcycle repairs were covered by job order</p> <p>1.1.2 Ensure that the recommended job to be done was properly discussed with the customer and right diagnosis has been made</p> <p>1.1.3 Ensure to indicate the job order date and time when the work started and the repair was accomplished</p> <p>1.1.4 Provide the customer the date and/or time when the service will be delivered</p> <p>1.1.5 Ensure to deliver the commitment given to the customer on or before the promised date and /or time</p> <p>1.2 Responsible in the maintenance of the branch motorcycle service</p> <p>1.2.1 Checks regularly the service unit of the branch personnel so as not to hamper operations</p> <p>1.2.2 Report any improper use of service motorcycle of any branch personnel</p> <p>1.3 Observe the following:</p> <p>1.3.1 Good housekeeping (maintain orderliness of the area to ensure systematic flow of work)</p> <p>1.3.2 Tools and spare parts are kept in the proper place</p> <p>1.3.3 Safety and security control measures in consonance with the security standards</p> <p>1.3.4 Timekeeping related matter of their personnel e.g. leave , overtime, daily time records, administrative cases</p> <p>1.3.5 Telephone etiquette e.g. companies spiels</p> <p>1.4 Maintains good image of the Company in the community at all times.</p> <p>1.5 Ensures clear understanding and captures the essence the Vision and Mission of the company.</p> |

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| Prepared by:<br><br>Mark D. Penorio<br>HR Manager | Approved by:<br><br>Richmond Ngan<br>Executive Officer | Effective<br><br>January 04, 2015 | Page 1 of 3 |
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|                                     | <p>1.6 Manifests the company's core values.</p> <p>1.7 Performs other related task and function that may be assigned by the Branch Manager/top management from time to time.</p>  |
| 2. Repossessed Inventory Management | <p>2.1 Checks deposited and surrendered motorcycle units from delinquent customers;</p> <p>2.1.1 Check deposited and repossessed motorcycle units for any material dents, scratches, defects and missing parts and accessories</p> <p>2.1.2 Ensure that checking of deposited and surrendered motorcycle units were covered by repossessed inventory checklist</p> <p>2.1.3 Ensure that repossessed unit's gasoline is drained</p> <p>2.2 Refurbish, repair and/or recondition repossessed motorcycle unit to improve marketing price.</p> <p>2.2.1 Ensure that only approved motorcycle units goes to reconditioning process</p>   |
| 3. Credit and Collection            | <p>3.1 Assists the branch managers and Credit and Collections Supervisor in solving or finding solution to problem accounts of the branch and ensure the following;</p> <p>3.1.1 Ensure the customer satisfaction so as not to give them any excuse in not paying their monthly installment</p> <p>3.1.2 Ensure that job orders are duly noted by the cashier, to check the status of accounts of customer, before any repair is made.</p> <p>3.2 Initiate new ideas in connection with branch operation, capable of finding new methods or techniques on collections in order to improve branch collections</p>  |
| 4. Sales                            | <p>4.1 Checks and conducts inspection of delivered or received motorcycle unit/s from supplier or other branch and ensure the following;</p> <p>4.1.1 All deliveries from suppliers and units on inter branch transfer are free from scratches, dents, defects and/or missing parts and accessories.</p> <p>4.1.2 All deliveries of motorcycle units whether brand new or repossessed were inspected upon receipt.</p> <p>4.1.3 Any scratches, dents, defects and/or missing parts and accessories were duly reported to warehouse and warranty section/noted in the receiving report to be issued by the branch and on the covering delivery receipt</p> <p>4.2 Conduct pre-delivery inspection (PDI) to ensure that unit released from the branch is in the highest manufacturer's quality standards and ensure the following:</p> <p>4.2.1 Actual PDI are conducted before the customer to prevent any problem</p> <p>4.2.2 That customer's acknowledgement was obtained after the pre-delivery inspection</p> <p>4.2.3 A copy acknowledged PDI is filed in the customer's folder</p> <p>4.3 Prepares Warranty claim for any repair and spare part/s replacement covered</p> |

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|  | <p>by warranty</p> <p>4.3.1 Ensure proper accomplishment of warranty claim form</p> <p>4.3.2 Fill-up all pertinent information in the warranty claim form</p> <p>4.3.3 Check and review thoroughly all warranty claims before submission to warranty section</p> <p>4.4 Stenciling of chassis and engine number of the motorcycle unit for release and ensure the following;</p> <p>4.4.1 Proper stenciling of the chassis and engine numbers of the motorcycle unit which is a prerequisite in the invoicing and registration in the LTO</p> <p>4.4.2 Accuracy of stencil of the engine and chassis number to prevent any problem in the registration of the motorcycle unit</p> <p>4.5 Ensures that the good customer services are being practiced;</p> <p>4.5.1 Before, during and after sales</p> <p>4.5.2 Handles customer's complain discreetly</p> |
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