

Arrival Times for Incoming Vehicles - Procedure

Waiters

If it's a wait appointment, we need a specific time.

After Hours

If they plan to drop the vehicle off after hours, ask and record when they expect to drop it off. The evening after we close or the morning before we open?

During Business Hours

If they plan to drop the vehicle off during business hours, ask for a specific drop-off time when they expect to arrive.

It's not as critical as a waiting appointment, but ask them for their best estimate of when they are likely to drop the car off.

Suggest times when we do not already have drop-offs.

Suggest times about 15 minutes apart if possible.

Noting an estimated time helps with assigning cars to technicians and planning the workflow through the shop.

Spreading out the drop-off times, when possible, allows the advisor more time to interact with the customer and improves the chances of more sales of legitimately needed services.

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