

## **Repair Orders on Employee Vehicles – Procedure**

We want all employees to see and experience what customers see and experience so they can view things from the customer's perspective and give feedback.

When an employee's vehicle is in for service, go through the same process as a customer's car.

Complete all customer and vehicle information on the repair order.

Run the repair order through just like a customer repair order.

Allow email, text messages, and notifications from our shop (do not block or turn them off).

When you receive communication from our shop, review it to see if you have ideas or suggestions for improving it, and send that feedback to \_\_\_\_\_.