

Companies Performing Work at Our Shop - SOP

- 1 Be nice! Be helpful! Use common sense in how you do the following:
- 2 Tell them you have a procedure you are supposed to follow when services are performed at our shop.
- 3 Verify that they are supposed to be there. Confirm with management.
- 4 Ask them for a copy of the initial paper or digital paperwork.
- 5 Ask them politely what they will be doing.
- 6 Ask them if they have any questions.
- 7 Keep reasonable track of what they are doing.
- 8 When they finish, politely ask them to show you what they did.
- 9 Ask them for the final paperwork, either paper or digital.
- 10 The point is NOT to suspiciously watch them like a hawk, but to be aware of what is happening at our shop and be able to recall and document the visit.

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