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“Resources for the Single Shop Owner

Minimum Charge - Policy and Procedure

If we begin the service process on a car where we gather vehicle, customer, and repair information, we interview the customer, we assign the vehicle to a technician, the technician begins the process of inspection (including what the technician does before bringing the car inside the shop), there is a minimum charge of 0.5 hours whether or not the car comes into the shop.

It is reasonable to expect that the employees involved have roughly spent 0.5 hours performing the service process.

We can adjust this policy depending on the customer or situation. If you think it might be appropriate to make an exception, discuss it with the manager.

If you get a strong adverse customer reaction, you may zero out the charge.

There is no charge if a car arrives, but none of the service process occurs.