



Pencilwrench LLC

## CSI Processes

### Contact Phone Number Word Track (On write-up)

Mr. / Mrs. Customer

It's CRITICAL that I'm able to reach you regarding the status of your car.

What phone number would I be ASSURED of reaching you during the day today?

Is their ANYTIME during the day today in which I may not be able to contact you at this number?

Note: If the customer states: Oh just leave a message and I'll call you back. Respond by saying: "No Problem, I just wanted to make sure it WASN'T important for you to get your vehicle back today or tomorrow"

### Daily Follow-up Process

Update / Document each customer's arrival on the Daily Work Flow Control the moment the customer is finished signing each repair order.

Ask each customer: "What are your expectations regarding the pick-up time of your vehicle?" If their expectations are unrealistic: Be sure to handle it immediately.

Clearly document the word "WAIT" or "Noon, etc..." on the Daily Work Flow Control in the blank box just to the left of the time promised box.

Advise each "WAITING" customer of an estimated completion times and then document the time on the Daily Work Flow Control in the Time Promised block.(this allows the ASM to properly track wait times)

Contact / Update every customer at 2:00pm daily in which you've had NO contact with since early morning drop off. If the customer has to call us for an update it's TOO late.

Contact / Update every carry over customer prior to leaving each evening

Review the Daily Work Flow Control at end-of-day and write ALL carry-overs in red on the following days Daily Work Flow Control.

### Customer Pick-up

Place ALL completed invoices in the appropriate alphabetical cashier box.

Greet the customer at the cashier's desk. Take the invoice to the front of the cashier's desk and review the invoice line by line.

Ask the Customer: Have I done a good job for you today? I just wanted to let you know that OEM Motor Division may be sending you a survey in a week or so. This survey is my report card and is VERY important to me. Show them the CSI Education Sheet laminated on the cashier/parts counter. Would you be kind enough to send it in? If for any reason you can't score us as "Completely Satisfied" please let me know.

### Come-Backs

Notify the Service Manager of ANY / ALL customer come-backs.

Notify the Service Manager of ANY / ALL unsatisfied customers.