

SEF step: Appointment

What should be the outcome of the solution: Customers are able to have the repair when it suits them without worrying about parking

KPIs: Lead Time & NPS

What do you need (tools): Collection and Return Service

Who leads it: Service Manager

Who is the target audience: Receptionist, Service Advisors, Concierge

How to:

Step 1: Check to see if the main parking area may be full during the customer's agreed appointment

Step 2: Make sure that there is staff and transport available for collecting the customer's vehicle

Step 3: If so then offer the customer the collection (and return) service free of charge – If not then offer an alternative date and time when the service is available

Step 4: Make sure that the service has been entered in the planning tool

Step 5: Make sure that the Service Advisor and staff that will carry out the collection are aware

Step 6: Remind everyone the day before that the customer's vehicle has to be picked up