

SEF step: Arrival Preparation

What should be the outcome of the solution:

Efficient execution of staff duties

KPIs: Q10c. Service Advisor recommendation, Q3d. Making you feel welcome & valued, FiRFT

What do you need (tools): RASIC tool, Job descriptions.

Who leads it: Service Manager

Who is the target audience: Receptionist, Service Advisors.

How to:

Step 1: Use the RASIC tool to allocate tasks to the service staff using the content of the Job Descriptions.

Step 2: Make sure that there is a process for updating the RASIC as and when needed.

Step 3: Inform and make service staff aware of the RASIC and their duties (use Appraisal meetings to re-enforce).

SERVICE RECEPTION RASIC	Dealer Principal	Reception	Concierge	Service Manager	Service Advisor	Service Parts Manager	Workshop Manager	Technician Level 1	Technician Level 2	Technician Level 3	Technician Level 4	Explanations
Check booking on DMS		S		A	R							
Check for repeat repairs		S		A	R							
Check parts are available		S		A	R	S						
Remind the customer before the visit of the appointment		S		A	R							
Validate that sufficient time to complete any additional work		S		A	R							
Check alternative transport/mobility options		S		A	R							
Review that all job/repairs can be completed in the agreed time		S		A	R							
Inform Parts Department to order parts		S		A	R	S						
Prepare welcome boards/screens for customer		S		A	R							
Create Work Order Pack		S		A	R							
Greet and serve customers		S		A	R							
Review customer data including contact data and preference		S		A	R							
Explain work to be carried out to the customer		S		A	R							
Road test vehicle with the customer		S		A	R						S	
Advise customer of services		S		A	R		S	S	S	S		
Use the eVHC		S		A	R							
Explain findings to customer		S		A	R							
Ask customer for approvals		S		A	R							
Fill in the Work Order		S		A	R	I						
Provide the Work Order to the workshop		S		A	R	I	S					
Inspect replacement car for any damage and report		S	S	A	R							
Handover the replacement car to the customer		S	S	A	R							
Offer customer refreshments		S	S	A	R							