

SEF step: Arrival

What should be the outcome of the solution:

The outcome should be that the preferred alternative transport is arranged for the customer.

What do you need (tools): Loan Vehicle Register, Other mobility options.

Who do you need: Service Advisor

How to:

Step 1: If the repair takes a long time inform the customer about the option to use an alternative type of transport from the retailer.

Step 2: Confirm if the customer wants to use this option.

Step 3: Inform which alternative types of transport are available to the customer and let the customer choose. Inform the customer about the costs.

Step 4: On the day of the repair check if the courtesy car policy is fully understood by the customer.

Step 5: Offer to help transfer personal possessions.