

SEF step: Arrival

What should be the outcome of the solution:

Customers feel at ease and special.

KPI: Q3d. Making you feel welcome & valued.

What do you need (tools): Hospitality area, Wifi, Beverage machine.

Who do you need: Service Assistant, Service Advisor

How to:

Step 1: Confirm that a customer wants to wait for the repair.

Step 2: Make sure that the Workshop is informed so that the repair is planned for the right time.

Step 3: Escort the customer personally to the hospitality area.

Step 4: Explain the facilities available in the hospitality area – give the customer the Wifi code, offer them a drink, newspaper etc.

Step 3: Keep the customer informed at each stage of the repair using the information from the Workshop progress boards.

Step 4: When the vehicle is ready, pick up the customer personally to go through the invoice etc with them in the service reception area.