

SEF step: Appointment

What should be the outcome of the solution: The outcome should be that the complaint(s) of the customer are solved.

KPIs: Q10c. Service Advisor recommendation, NPS

What do you need (tools): DMS

Who do you need: Service Manager, Service Advisor

How to:

Step 1: Welcome the customer and by name.

Step 2: Accompany the customer to a quiet area.

Step 3: Be very sympathetic with the customer's concern and make it clear that you understand their situation.

Step 4: Ask open-ended questions (who, what, when, where, how, why) to evaluate the customer's requirements/concerns.

Step 5: Ask what the customer would like in order to resolve the situation.

Step 6: Ask the Service Manager whether expectations of the customer can be met.

Step 7: If the expectations cannot be met discuss and agree other possibilities.

Step 8: Offer the customer other possibilities.

Step 9: Confirm next steps with the customer.