**TaTcustomer service self assessment  
 (Minimum requirements)**

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| **Stage** | **Task** | **Always** | **Sometimes** | **Never** |
| **Booking** | Phone calls are answered within three rings |  |  |  |
| Business and name are used in the greeting |  |  |  |
| Customer name is used during the call |  |  |  |
| Job requirements are discussed |  |  |  |
| Customer is asked if anything else is required |  |  |  |
| Customer’s details are confirmed |  |  |  |
| Drop off and pick up time are confirmed |  |  |  |
| **Vehicle drop off** | Customer is enthusiastically greeted by their name |  |  |  |
| Job requirements are discussed and recorded in the system or on the job card |  |  |  |
| Previous vehicle history is discussed with the customer |  |  |  |
| The customer is asked if there is anything else that needs to be looked at |  |  |  |
| Pick up time is discussed and recorded in the system or on the job card |  |  |  |
| The customer is told what is going to happen and when they will be called for an update |  |  |  |

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| **Stage** | **Task** | **Always** | **Sometimes** | **Never** |
| **Update / sales call** | The customer is called back as promised (see above) |  |  |  |
| The customer is given some positive news about their car |  |  |  |
| Repair lists are prioritised with the customer |  |  |  |
| Customers are sold the benefits (future costs, safety and reliability) of recommended repairs |  |  |  |
| Where appropriate more expensive repair options are presented to make the option chosen appear like a better deal |  |  |  |
| Required repairs, costs to complete and pick up time are discussed and confirmed with the customer |  |  |  |
| **Vehicle pick-up** | Customer is enthusiastically greeted by their name |  |  |  |
| The invoice is completed prior to customer arrival |  |  |  |
| The customer is taken through the invoice in a way they can understand |  |  |  |
| The invoice amount does not exceed the cost estimation discussed with the customer |  |  |  |
| Visual triggers such as washing, vacuuming, cleaning tyres, using a deodoriser spray or cleaning the dash are performed |  |  |  |
| The customer was informed of any complimentary services or discounts |  |  |  |
| Future items requiring attention are discussed and noted on the invoice |  |  |  |
| Next appointment time frame is discussed and a SMS reminder date agreed |  |  |  |
| The customer’s car was parked in a safe and convenient location |  |  |  |
| The customer was thanked for their business and walked to the door |  |  |  |