

## TaT customer service self assessment (Minimum requirements)

Stage	Task	Always	Sometimes	Never
<b>Booking</b>	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			
<b>Vehicle drop off</b>	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			

Stage	Task	Always	Sometimes	Never
<b>Update / sales call</b>	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			
<b>Vehicle pick-up</b>	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			