

# METHOD SHEET CUSTOMER CONTACT AFTER WORK

## SERVICE ADVISOR




### ESSENTIAL(S)

"You are contacted no later than 4 (\*) working days after your visit to the workshop for a repair, to check your level of satisfaction. « (\* according BR applied in the region)

<b>OBJECTIVES</b>	<ul style="list-style-type: none"> <li>• To foster a privileged relationship between the dealership and its Customers (the Customer is reassured of the consideration he is subject to).</li> <li>• Identify positive points and points to improve in order to ensure a high level of Customer satisfaction.</li> <li>• Customize the contact and retain the Customer.</li> </ul>
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	ACTIONS	MEANS
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<b>CUSTOMER CONTACT REQUEST</b>		
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<b>1</b>	<ul style="list-style-type: none"> <li>• Identify the list of Customers to contact using the Customer Repair orders forms.</li> <li>• Before calling the Customer, check what type of repairs have been made on the vehicle to be able to conduct the conversation with the Customer.</li> </ul>	
<b>2</b>	<ul style="list-style-type: none"> <li>• Call the Customer up to XX working days after the vehicle has passed through the workshop and complete the Customer Contact Analysis follow-up table :                             <ul style="list-style-type: none"> <li>↳ present himself by giving his name and the name of the dealership,</li> <li>↳ call the Customer by name,</li> <li>↳ kindly inform him that you are interested in his opinion and have a few questions.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li> Tool sheet Sheet "Customer Contact Tracking Table After Work".</li> <li> Tool sheet - "Telephone/ mail scripts Customer Contact after work".</li> <li> Tool sheet « NPS survey satisfaction Questionnaire"</li> </ul>
<b>3</b>	<ul style="list-style-type: none"> <li>• If the Customer is not reachable, leave a message to inform him by call voice, SMS or email</li> </ul>	

ACTIONS	MEANS
<b>IF CUSTOMER EXPRESSED DISSATISFACTION</b>	
<p><b>If the problem is minor or easy to solve:</b></p> <ul style="list-style-type: none"> <li>• Let the Customer express his dissatisfaction and make the synthesis of it.</li> <li>• Provide the Customer with the solution most appropriate to the problem: immediate pick-up, courtesy vehicle, new appointment, etc.</li> <li>• Ensure that the Customer has expressed his dissatisfaction completely.</li> </ul> <p><b>If the problem requires a solution analysis, compensation, or a hierarchy agreement:</b></p> <ul style="list-style-type: none"> <li>• Explain to the Customer that the problem in question requires further analysis.</li> <li>• Do not improvise the response and propose to delay it, agree with the Customer on a date and time of reminder by the Service Manager.</li> <li>• Extract the Customer file (Work Order, invoice...) and check the elements of the previous intervention: Customer request, intervention, recall campaign, quality controls.</li> <li>• Forward it to Service Manager before the phone appointment.</li> </ul> <p><i>(A broken reminder promise would make you lose credibility.)</i></p>	<ul style="list-style-type: none"> <li>• Customer file (repair Order, invoice...)</li> </ul>