

02 | PREPARATION OF THE RECEPTION



Standard Benefits

- **Customer:** Benefit from judicious advice on the maintenance of your vehicle and have a perfect listening to your needs while having an adapted reception time.
- **Dealership:** Know the history of the Customer and her/his vehicle in order to make the most suitable business proposals and have a Customer reception time allowing to make quality and trade.

Main functions concerned: Booking Operator, Service Advisor.

1 Customer file prepared at least 48 hours in advance

- For predictable interventions, prepare the Customer file from available items:
 - Repair order with Customer requests and feelings
 - Order spare parts
 - Check list of maintenance plan
 - Estimates or quotations requested by the Customer
 - Verification of the warranty status of the vehicle and the type of service contract in progress if concerned
 - Verification of the absence of a service / recall campaign to be carried out for the vehicle concerned,
 - Vehicle maintenance history
 - Work previously identified (for a proposal adapted to the Maserati policy).
- For diagnostic works, the booking pre-diagnosis check performed during the booking of appointment.
- For customers with Service Contract, check and note for extra services included to offer it during Reception phase
- Files are grouped by SA or by arrival time in the Customer reception area.

2 Mobility solution prepared at least 48 hours in advance

- Prepare mobility solution:
 - For a replacement vehicle, check availability, booking, cleanliness, fuel/battery charge level and pre-fulfill the loan contract with Customer contact information
 - For alternative mobility choices (taxi service, Dealer accompany service, etc.): ensure availability, reserve the solution and attach it to the file with the usage information
 - In case of pick up and delivery at the address chosen by the Customer, ensure information allowing the organization of the service (address, travel time, valet, ...).

3 In case of unexpected events, the Customer must be recontacted

- Call the Customer to apologize and agree on a new appointment as soon as an unexpected event occurs.

4 If agreed by the Customer, appointment and mobility solution confirmed 24 hours before the appointment (SMS, email, phone)



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5 Appointments shared with other services

- The list of appointments is printed 48 hours in advance and shared with the New Vehicle Sales Manager in order to inform them about Customers passing through the Aftersales.

Dealership name	Dealership Director	Aftersales Manager	Applied by
Name / Date / Signature			