

# 10 | EXPLANATION OF WORK & DELIVERY

## Standard Benefits

- **Customer:** To be received and welcomed at the time scheduled by the Service Advisor in serenity and by receiving explanations of the work and advice on maintenance.
- **Dealership:** Receive Customers in good conditions, guarantee their satisfaction and loyalty while preparing the next visit of the Customer.

**Main functions concerned:** Service Advisor (SA).

## 1 Preparation of delivery file prior to arrival of Customer by the Service Advisor

- Prepare the file with:
  - ✓ Repair Order and invoice pro-forma as support for the work and costs explanation
  - ✓ Complete Inspection Checklist, informed and stamped maintenance record (if maintenance), future works advice (for other interventions)
  - ✓ Checks and results requested if applicable
  - ✓ Instructions manuals for sold accessories, if applicable
- Calculate the work to be planned and print the Customer estimate, taking into account the age and mileage of the vehicle, for an adapted offer.

## 2 Confirmation of the delivery appointment to the Customer

- Confirm to the Customer the time of delivery (telephone, email, SMS) and ensure the presence of the Shop Foreman if necessary.

## 3 Greeting Customer

- Welcome the Customer at the scheduled time of the appointment, upon arrival, in the presence of the Shop Foreman or the Aftersales Manager if necessary.
- In case of busy period strengthen staff through internal procedure.

## 4 Delivery and inspection of the replacement vehicle if concerned

- Make the vehicle tour with the Customer (closing issue) by ensuring that the mobility solution meets her/his expectations.
- Raise the fuel level and/or charge level of the traction battery and mileage and then sign and have the Customer sign the loan agreement.
- Forward the delivery information to the mobility solutions manager for updating the schedule.

Supporting doc : [Mobility offer: Customer Reception and Delivery](#)

# 10 | EXPLANATION OF WORK & DELIVERY

## 5 | Explanation and valorization of the work carried out

- Explain in detail the works carried out using the useful documents.
- Validate the guarantee of the intervention, the work supported by Maserati and/or Dealer (including washing).
- Validate the checks carried out in connection with the intervention, safety and proper functioning of the vehicle.
- If necessary and if concerned, validate the disappearance of the defect with the Customer.
- Check with the Customer the conformity of the pro-format invoice with the repair order .
- Point out the repairs the customer did not accept and inserts them in the invoice (especially if they have an impact on the vehicle's safety).
- The final invoice with all the contents or the statement of intervention is printed.

## 6 | Customer advice on her/his vehicle and additional service recommendations

- Provide advice to the Customer on the work to be planned and future maintenance of her/his vehicle and estimate of future work according vehicle age and promotional offers.
- Provide the Maserati Quality Certificate to the MC20 Customers.
- Propose the extended warranty and / or Maintenance Programs (if applicable)
- Promote products such as complete wheels, anti-stone chipping, battery charger maintainer.
- Offer to download Maserati App
- Inform the Customer of the Maserati Customer Care phone number, and of a contact by the dealership within 4 days by telephone, then by Maserati by email within 5 days to ensure its level of satisfaction.\*

\*depending on the region.

Supporting doc : [Exit Interview Method sheet](#) / [Exit Interview Follow up Table](#)

## 7 | Accompany the Customer to her/his vehicle by thanking her/him and ensuring her/his satisfaction

- While taking the Customers back to the vehicle, thank them for visiting the dealership and ask them if they have any recommendation on how the dealership can improve its services to them or their friends and family members in the future.
- Remove protection covers in front of the Customer.
- Once the Customer has left, indicate her/his recommendation level on a daily consolidation sheet and indicate the cause of dissatisfaction if it remains, for sharing with the Aftersales Manager.