

05 | RECEPTION AND CUSTOMER SERVICE AGREEMENT

Standard Benefits

- **Customer:** To be considered by listening to the SA and to benefit from a perfect transparency with the dealership.
- **Dealership:** Respect your Customer and keep it loyal while avoiding claims when returning.

Main functions concerned: Service Advisor (SA), Booking Operator (BO), Workshop Forman.

1 Customer welcomed and taken care of upon arrival

- BO welcomes the Customer, identifies her/him and directs her/him to the SA in charge of her/his file. At the time of the appointment.
- Customer is called by his/her name
- SA is available, and Workshop Forman or Aftersales Manager are present if indicated in the appointment.
- If unforeseen, BO keeps the Customer patient and ensures her/his comfort.
- Establishment of a staff reinforcement in the event of high attendance by means of an internal procedure.
- A Customer absent for an appointment is called back within 24 hours to arrange a new appointment if necessary.

2 Customer/vehicle data updated if necessary by the SA

- Check and update Customer information (email address, mobile number, Maserati persona if needed).
- Check the vehicle's VIN upon presentation of the registration certificate.
- Check the Customer's consent for the processing of his / her personal data and update them if necessary
- Check again for the existence of a service / recall campaign.
- Confirm the reason for the visit and the intervention needed.
- Ask the Customer if she/he has no new needs since making the appointment.

3 Incident or failure specified to the Customer using the Maserati Vehicle Reception Checklist or a road test if necessary

- The SA fills in a Maserati Vehicle Reception Checklist to characterize the Customer effect in the event of abnormal operation of the vehicle (noise, vibration, road behavior, incident, etc.).
- If necessary, a road test is offered to the Customer with the Workshop Forman in order to reproduce the defect or failure.

4 Vehicle inspection carried out in accordance with the Aftersales Operating Standard "Vehicle inspection on reception"

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5 Work to be carried out explained and valued to the Customer before agreement

- Enhance the repair order with additional work requested by the Customer.
- Deliver a quote estimation (considering customer paid services, excluding warranty & internal repair work) of the interventions agreed upon during the vehicle inspection, taking into account the promotional offers, age and mileage of the vehicle. The work is explained and valued with the Customer.
- Request authorization to perform road test (without customer) during the repair.
- Define and propose, if available, ease of payment to promote the Customer agreement.
- Confirm the delivery appointment.

Supporting doc : [Mobility Offer: Reception and Delivery Method Sheet](#)

6 Inform the Customer that a free wash will be carried out at the end of the work

- Exterior washing and interior cleaning with vacuuming.
- Any disagreement is noted on the repair order.

7 Respect for the Customer in the reception closing

- Provide the Customer with a copy of the signed work order and the associated privacy statement.
- Customer who is waiting on site, accompany her/him to the waiting lounge and ensure her/his comfort. Customized services should be proposed per each type of Personas (e.g. Test drive of new models)
- In the case of a mobility solution, put in hand by the SA with the associated advice. If replacement vehicle:
 - Apply for the driver's license and attach the copy to the file.
 - Check the condition of the vehicle on the loan agreement (fuel level and / or traction battery charge and mileage).
 - Handover of the vehicle with signature of both parties on the loan contract.
- The Customer is thanked and greeted.