

SERVICE WALKAROUND PROCESS



As managers, we all know that a sound walk around process will avoid many problems that can arise from the service drive. But the walk around also does something that many service advisors don't think about. That by performing the walk around your adding value to your service and building **TRUST** with the customer.

When your customer drops off their vehicle off for repairs or service, they are relying on your shops expertise and professionalism. If you don't present a professional presence to your customer they will not have faith in your recommendations later. Customers rely on your professionalism and are looking for you to being their advocate when it comes to maintaining their vehicle.

So, as a service advisor, you should put your best foot forward, welcome the customer and introduce yourself. Find out if they have a service appointment. If the customer has a reservation, verify the appointment and see if they have any additional items that need to be addressed. At this point you are setting the stage for the rest of the repair process. Remember, you're building a relationship with your customer that requires them having trust in what you *Do and Say!*

QUESTION!

- Can you say, your customers believe in what you're saying?
 - When offering additional services do your customers agree or opt to perform the service at a later time?
 - Do they question or present obstacles in you **NOT** making the sale?
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Once you have introduced yourself, your next step is to begin your walk around. You need to have all of your tools ready to start the Walk Around Process. The process starts with you having a inspection sheet and clipboard ready. If you are not already standing next to the vehicle ask the customer to follow you to the vehicle. You should always explain what it is you are doing during this process.

Unsure how start the Walk Around Process?

Start your introduction with something like.

Hello Mr. or Mrs Jones, would you like to follow me to your vehicle so we can **BEGN YOUR VEHICLES INSPECTION CHECK IN.**

Step 1 in the Walk Around!

While talking with the customer you should open the driver's door to get the vehicle ID #. And while inside the vehicle start the engine so you can get the vehicles mileage.

Step 2 in the Walk Around!

At this point you should be looking at the odometer and any warning lights that might not self test out. Turn signal operation and little things like door locks or window operation. (How many times have we before turning off the vehicle you need to turn the steering wheel and leave it in the farthest left or right position. This makes it easy to see the tire condition once you've exited the vehicle. Then turn the vehicle off, pull the hood release and exit.



Step 3 in the Walk Around!

Now begin your walk around. Start your inspection from the driver's door and working yourself back towards the rear of the vehicle and then towards the passenger's side. You should be looking at the condition of the body, sheet metal, scratches, dents and glass chips. Should you notice items that are not correct or something that a customer might come back and blame you or your shop for. This is the time to notate this on your walk around and as well make your customer aware of any of the item (s) found.

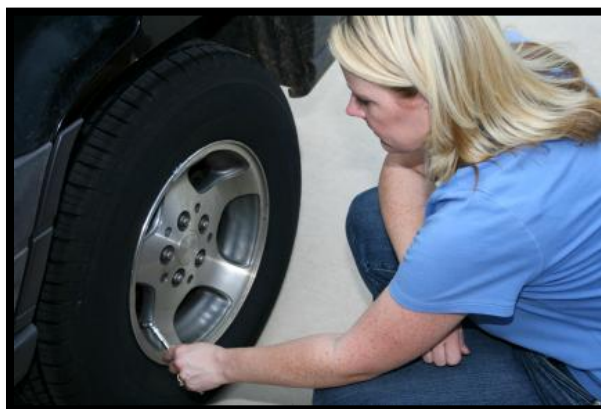


Step 4 in the Walk Around!

As part of your walk around you should be inspecting each tire for tread depth and wear conditions. With the tire pointing outwards it makes it much easier for you and the customer to see condition of the tires.



At this time don't try selling tires; you're only bringing it to the customers attention. You should state to the customer your concern for the tire wear and explain that your technician will look further into the tire wear and that you will get them a estimate later. All you want to do is set the stage for the sale later in the process. If the tires are showing signs of wear due to alignment this would be a great time to offer to inspect the alignment.



Step 5 in the Walk Around!

Your walk around inspection should always end with you opening the hood.



With the hood opened, you should inspect the condition of the following items:

- Battery Cables for corrosion and fit
- Belts if they are worn, cracked or frayed
- Hoses if they are hard to the touch or leaking fluids
- Battery Condition, if your shop has a hand held tester on the drive a quick battery condition test can be performed.
- Check all fluids under the hood. When inspecting fluids you are looking to insure that fluid levels are correct and no external leaks can be seen.
- Paying particular attention to the brake fluid level. If the fluid level is low or below the minimum fill line it could be an indication that the brake pads are worn or due for replacement.



YOUR WALK AROUND IS NOW COMPLETE!

At this point your walk around is complete and you're now ready to complete the service write up. Now is a great time to ask for the SALE on repair items seen during your inspection.

Following these 5 simple process you will see that your building customer loyalty and in doing so will increase customers satisfaction and also increase your sales!

**Opening hoods = Is like MONEY falling in your lap.
Don't miss an opportunity for a sale!**

**You say, I don't have time to do the Walk Around?
The Walk Around takes less than 4 minutes.
And in that time you could uncover hundreds \$\$\$\$.**

So lets' revisit the 5 steps in providing the SERVICE WALK AROUND PROCESS

1. Greet the customer, be prepared with paper and clipboard
2. Begin the Walk Around, Invite the customer to observe the walk around with you. Start with the driver's door, start the engine and check for warning lights and when finishing turn the steering wheel for later inspection.
3. Begin walking around the vehicle from the drivers door, then backwards and round the passenger's side.
4. Inspect condition of the tires and notate wear
5. Open the hood and inspect belts, hoses, battery, and fluid levels
6. ASK FOR THE SALE!!!!

BELOW ARE SOME EXAMPLES OF INSPECTION SHEETS

External Checks

- Engine Fluid Levels satisfactory
- Windscreen Undamaged
- All windows intact
- Tyre Tread, Pressure and Condition correct
- Roof Rack Secure (n/a on minibuses)
- All Doors Open & Close
- No New Bodywork Damage
- External Driving Lights Work
- Tax Disc in Date
- Small Bus Permit Present (minibuses only)

Internal Checks

- Fire Extinguisher Present
- First Aid Kit Present and Sealed
- Clean, with no rubbish
- Free from damage (seats, etc)
- Fuel Level is over ¼ of a tank
- Windscreen Wipers & Washers function
- Vehicle Handles OK with no unexpected noises
- Brakes Work
- Mileage Recorded

