

## CEC - Benediction

**Purpose** Follow this process to confirm important information and provide a seamless store visit.

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**Guidelines**

- Confirm all details of the customers quote, layaway, or appointment
- Inform customers of what to expect during their store visit.

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**Process**

Review the following on every quote or layaway:

- Customer Name
- Phone Number
- Vehicle
- Quantity, Size, Description, and Price of every product
- Total price including tax
- Description of services if applicable (flat repair, rotation, rebalance)
- Appointment date, time, and early arrival for check in. (if applicable)

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**Contact** Please see your assistant manager if you have any questions.