



CEC - Benediction

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

Guidelines

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

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)

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