

CEC – Quoting wait times

Purpose Follow these procedures to set the proper expectations when quoting wait times.

Guidelines There are multiple factors that affect walk in wait times in stores.

- Challenging vehicles
- Upcoming appointments
- Current service delays
- Current workforce in the backroom

Due to these factors we must be transparent that wait times are constantly changing and may be different once a customer arrives at the store.

Process

1. Use the Customer Service List (CSL) to estimate the current wait time.
2. Locate the most recent Check-in Time for a walk-in customer and the Promise Time that the store entered for that customer.

C-F1 EXECUTAR - 170

C-F2 Session 2

C-F3 Session 3

C-F4 Session 4

Refresh Status: Refresh

Customer Service List

Last Hour In/Out: 9 / 12

UPM#: 0.0 (0.0 % FT)

Current Time: 12:05 pm

Reports

Sort By:

Waiting: ☒ All

Waiting CSL:

6

Current Wait Time:

42.2

☐ Scheduled

☒ Waiting

☐ Completed

Average Bay Time:

18.9

Average Wait Time:

40.7

Type	Start Time	Checkin Time	In Bay	Name	Form #	SLSM	Vehicle	P?	Service	Qty	Time Into Bay	Time Complete	Bay Time	Bay	Delay	Wait Time	Promise Time	\$
I	11:45 am	11:43 am	PAUL BECKER	1196792	24	NISSAN MURANO	Y	Free Labor	1	11:56 am	Bay ->	9	1	Reason	22	12:45 PM		
L	Walk in	10:54 am	MICHELL MASTERSON	1196777	11	NISSAN ALTIMA SED	Y	Tires	1	11:47 am	Bay ->	18	4	Reason	71	01:15 PM	*	
I	Walk in	11:30 am	ADAM LANDA	1196787	817	FORD F-150 RAPT	Y	Free Labor	1	11:54 am	Bay ->	11	5	Reason	35	01:30 PM		
I	11:30 am	12:00 pm	VIOLET BARRIER	1196795	11	HYUNDAI SANTA FE	Y	Tires	4	->Bay	->	0	Reason	5	01:15 PM			
I	Walk in	11:22 am	DOUG CHERNES	1196785	817	FORD F-350 DUAL	Y	Tires	2	->Bay	->	0	Reason	43	01:15 PM			
I	Walk in	11:36 am	LARRY KUBICA	1196780	24	JEEP CHEROKEE	Y	Free Labor	1	->Bay	->	0	Reason	29	02:00 PM			
I	Walk in	11:37 am	KEITH COOPER	1196791	817	JEEP WRANGLER	Y	Roto/Bala...	4	->Bay	->	0	Reason	28	01:45 PM			
I	Walk in	11:56 am	MARIE LEAL	1196794	24	DODGE DURANGO...	Y	Free Labor	1	->Bay	->	0	Reason	9	01:38 PM			
I	Walk in	12:02 pm	DANY CUTAIA	1196797	24	CARRY-OUT CANY...	Y	Free Labor	1	->Bay	->	0	Reason	3	02:00 PM		*	
L	9:00 am		ROBERT CHANDLER	1196388	24	HONDA CIVIC SEDA	Y	Free Labor	1			0	Reason					
W	9:15 am		BRANDON PERLE	34678430	0	KIA SORENTO	Y	Free Labor	1			0	Reason					

3. Determine the amount of time between the Check-in time and Promise time. In the example above Check-in time = 12:02pm and Promise Time = 2:00pm. The wait time for this customer is approximately 2 hours.
4. Add 20 minutes to the wait time calculated in step 3.
5. Estimate for your customer is approximately 2 hours and 20 minutes.
6. It is mandatory to inform the customer that walk-ins are taken on a first come, first serve basis and the wait time can change. Also inform the customer that they will be given a more accurate wait time upon checking in at the store.
7. Inform customers they can choose to wait, drop the vehicle off, or make an appointment. Share the benefits of appointments if applicable.

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