

## CEC – Quoting wait times

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

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**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.

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**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.

Customer Service List																
Show: <input checked="" type="checkbox"/> All		Waiting		In Bay		Completed		Waiting CSL: 6		Current Wait Time: 42.2		Average Bay Time: 18.9		Average Wait Time: 40.7		
Type	Start Time	Checkin Time	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	10:54 am		MICHAEL MASTERTON	1196777	11	NISSAN ALTIMA SED		Tires	1	11:47 am	Bay ->	18	4	Reason	71	01:15 PM *
I	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	11:50 am		VIOLET BARRIER	1196796	11	HYUNDAI SANTA FE		Tires	4	12:00 pm	Bay ->	0	0	Reason	5	01:15 PM
I	Walk in	11:22 am	DOUG CHERIES	1196788	817	FORD F-350 DUAL		Tires	2	12:02 pm	Bay ->	0	0	Reason	43	01:15 PM
I	Walk in	11:36 am	JARRY KUBICA	1196790	24	JEEP CHEROKEE	Y	Free Labor	1	12:02 pm	Bay ->	0	0	Reason	29	02:00 PM
I	Walk in	11:37 am	KEITH COOPER	1196791	817	JEEP WRANGLER	Y	Rotoflange	4	12:02 pm	Bay ->	0	0	Reason	28	01:45 PM
I	Walk in	11:56 am	MARIE LEA	1196794	24	DOODGE DURANGO...	Y	Free Labor	1	12:02 pm	Bay ->	0	0	Reason	9	01:48 PM
I	Walk in	12:02 pm	TONY CUTIA	1196797	24	CARRY-OUT CANY...	Y	Free Labor	1	12:02 pm	Bay ->	0	0	Reason	3	02:00 PM *
L	9:00 am		ROBERT CHANDLER	1196386	24	HONDA CIVIC SEDA	Y	Free Labor	1	12:02 pm	Bay ->	0	0	Reason	0	
W	9:15 am		BRANDON PERLE	34676430	0	KIA SORENTO	Y	Free Labor	1	12:02 pm	Bay ->	0	0	Reason	0	

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.

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### Contact

Please see your assistant manager if you have any questions.