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.

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.