



CEC – Waitlist

Purpose	Follow these procedures when you cannot assist a customer that calls for a store employee and need to add them to the waitlist.												
Guidelines	Provide a world class customer experience and attempt to help customers that call for store employees. If the customer still needs to speak with a store employee follow the steps below.												
Process	<table border="1"><tr><td>1</td><td>Open the Waitlist Management sign in.</td></tr><tr><td>2</td><td>Use the store number your customer is trying to reach and click "log in".</td></tr><tr><td>3</td><td>Click "add customer".</td></tr><tr><td>4</td><td>Click "Other" tab before adding customer information.</td></tr><tr><td>5</td><td>Add customers information<ul style="list-style-type: none">• First Name• Last Name• Phone numberIn the Vehicle/Comment line, notate the customers immediate need and the name of the employee they are trying to reach.</td></tr><tr><td>6</td><td>Set the proper expectation of when the customer should be contacted.</td></tr></table>	1	Open the Waitlist Management sign in.	2	Use the store number your customer is trying to reach and click "log in".	3	Click "add customer".	4	Click "Other" tab before adding customer information.	5	Add customers information <ul style="list-style-type: none">• First Name• Last Name• Phone number In the Vehicle/Comment line, notate the customers immediate need and the name of the employee they are trying to reach.	6	Set the proper expectation of when the customer should be contacted.
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****Important** To avoid using an incorrect stores waitlist, you must log out every time the waitlist is used.**

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