

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	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.

****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.