

Morning Huddle Guidelines

Setting Clear Expectations



Topics Discussed

Using your Daily Workflow Schedule, discuss the following topics with your Service Team.

1. Role Assignment

Assign a role to each person working in the backroom.

2. Role Responsibilities

Have each participant read off their role responsibilities below.

3. Lunches

Set lunch times for each employee working 6 hours or more

4. Back-up Sales

Identify back-up sales for the showroom. (CC in 4-person play)

5. Reinforcements coming in

Discuss shift changes later in the day.

6. Configuration changes (Expanding or Collapsing)

Talk about moving people within the store throughout the day

7. Inventory

Discuss trucks coming in and who is scheduled for inventory.

8. Training

Discuss who is scheduled for training, in what courses, and who is the trainer.

9. Special Projects

Discuss any special projects going on like 5S or maintenance.

Roles and Responsibilities

Service Coordinator	Crew Chief	Service Tech
<ol style="list-style-type: none"> 1. Grab invoice for next vehicle 2. Click vehicles in and out 3. Stage invoices 4. Communicate with CC 5. Observe Service Techs 6. Direct workflow traffic 7. Keep people on task 8. Perform Pre-Benediction 9. Reset TPMS sensors 10. Pull vehicles out 11. Perform Service Benediction 12. Monitor Passport procedures 	<ol style="list-style-type: none"> 1. Communicate with SC 2. Stage product well in advance 3. Partially complete Tire Registration Card (tire identification number, tire brand, and site number) 4. Pull vehicles in 5. Inspect and air check the spare 6. Raise the vehicle 7. Inspect and air check all assemblies not being removed 8. Initiate workflow as Tech A 9. Back-up sales 	<ol style="list-style-type: none"> 1. Inspect tires and wheels 2. Guide vehicles in and out 3. Remove assemblies 4. Change tires 5. Inflate tires 6. Balance assemblies 7. Lower vehicles 8. Install the assembly 9. Repair injured tires 10. Ask for help when needed