



Improving Service Area Communication



Intent

To ensure that we trust and communicate with our Service Coordinator to ensure that work is performed with Safety and Quality.

Audience	Service Tech and up
Schedule	Add time for this talk into your weekly schedule. It should only take 10-15 minutes, but you should allow 30 minutes to include extended discussions that may occur.
	A day ahead: <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review the Service Coordinator Expectations video and highlights on the KC. (<i>Search Service Coordinator Expectations</i>) 3) Identify specific opportunities for your store and recent examples that may apply. 4) Plan how you will follow up to ensure performance improvement.
Prepare	
Deliver	Make this real and fun for your people. Bring your energy to the talk and engage everyone to come up with solutions to improve performance. Set clear expectations for your team. Make sure they understand how communicating with the Service Coordinator impacts the Happy Employee and Happy Customer gauges.
Follow up	Observe the Service Coordinator interactions with the Service Team to ensure clear, constant communications and a mutually trusting relationship between them. Coach as needed.

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Explain: The Service Coordinator's role is to focus on the safety and quality of the work we perform. Let's watch the Service Coordinator Expectations video. As we watch it, think about how we can improve communication between the Service Coordinator and the Service Team?

Watch: Service Coordinator Expectations video on the KC.

Answers

Question 1: What is the best way for the Service Coordinator to keep track of all the work in the backroom?

Answers
The work order: It lists all the products and services to be performed on the customer's vehicle.

Question 2: Give some examples of how the Service Coordinator works with the team to ensure that work is performed with quality.

Answers
Examples show that SC:

- Constantly communicates with the team; before, during, and after service is performed
- Verbally verifies that the work has been completed safely and with quality
- Periodically inspects the work being performed.
- Trusts the team to do their job. The team trusts the SC to ensure nothing is missed.

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Question 3: Why does the Service Coordinator need to communicate service instructions from the work order and regularly inspect work while it is being performed?

- Sets the team up for success/prepares them for all steps
- Helps the team avoid making mistakes:
 - Do the right work
 - Do work correctly and completely
 - Reduce safety risk for employees and customers

Question 4: What happens if the Service Coordinator doesn't verify that the work has been completed with safety and quality?

Mistakes can be made:

- **Unhappy customers;** return for service
- Do the wrong work
- Do work incorrectly, or incompletely.
- Increased safety risk for employees and customers

Question 5: What are the benefits of improved communication between the Service Coordinator and the Service Team

- Increased Employee and Customer Safety
- Increased coaching and mentorship; accelerated employee development
- Increased Customer Delight
- Decreased Return for Service
- Decreased Bay Times / Service Delays

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for the Service Coordinator and Service Team at the store.
- 3) Explain how you will support this and why you expect this to Improve Customer Delight and Happy Employees.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.