



Appointments - Next in Bay

Intent

To ensure that appointment customers go next in bay

Audience	Apprentice Tech and above
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.
Prepare	<p>A day ahead:</p> <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review the Appointments – Next in Bay Best Practices and Appointments Next in Bay report in the reports section on the Store Ops homepage of the KC. 3) Identify specific opportunities for your store and recent examples that may apply. 4) Plan how you will follow up to ensure performance improvement.
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 everyone understands how appointments next in bay impacts the Happy Customers gauge.
LMS	After the talk, have every participant log into the LMS and complete the acknowledgment.
Follow up	Review the Appointments Next in Bay report on the KC. Follow up with responsible person.

Appointment Customers go Next in Bay

Explain: Our customers have told us that when they make an appointment, they expect to have their vehicle go into the bay next, or within 10 minutes of their appointment time.

The Crew Chief, or whoever is running the back room, is responsible for making sure that appointment customers are always next in bay.

Answers

Question 1: Why do appointment customers go next in bay?

- To follow the Best Practice
- To meet customer expectations
- To create a better customer experience

Question 2: What gets in the way of executing next in bay for every appointment?

- Walk in customers
- Customers show up late and early for appointments
- Poor communication between showroom and SC

Question 3: What do we need to do to make sure that appointment customers are ALWAYS next in bay?

- Empower the Crew Chief and Service Coordinator to pull the appointment in the next bay
- Have a plan

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for executing the Best Practice of next in bay.
- 3) Explain how you will support this and how improving the appointments next in bay rating will also improve CDI.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.