



Provide Accurate Promise Times

Intent

To ensure that we provide accurate promise times to our customers.

Audience	Sales Apprentice and above
Schedule	Add time for this talk into your weekly schedule. It should only take 10-15 minutes.
Prepare	<p>A day ahead:</p> <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review the Providing an Accurate Promise Time Best Practice. Review the Voice of the Customer KC page and the Be Honest Promise video. Review the Promise Time section of the April, 2019 POS Updates.
Follow up	Review CSL to confirm that accurate promise times are being given to customers when transactions are finalized.

Accurate Promise Times

Explain: Let's have a look at the Voice of the Customer page on the KC.

Do: Review the Voice of the Customer page and watch the Be Honest Promise video with your team.

Possible Answers

Question 1: Why is it important that we provide accurate promise times?

- Shows we want to be honest and open with our customers
- Treats our customers as we would want to be treated; allows them to plan their time
- It's the right thing to do
- It's one of Mr. Halle's life lessons: Be Honest

Question 2: What are some things we can do to ensure that we provide accurate promise times?

- Get comfortable being honest with customers; offer solutions to waiting when time is a challenge for the customer
- Account for the current wait time, type of vehicle and service being performed, any service delays, or upcoming appointments
- For drop-off customers, ask when they want to pick up the vehicle and give a promise time that meets their needs

Question 3: What are some examples of solutions we can offer if our current wait time is a challenge for the customer?

- What time works best for you?
- Be Back: I can put you in line now, and you can come back at 2 o'clock (for example).
- Can I make you an appointment?

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgement for this talk.
- 2) Set your expectations for performance at the store.
- 3) Explain how you will support this and why you expect this to improve CDI.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.