



Texting When Done

Intent

To ensure that we make it easy for customers to know exactly when their vehicle is finished

Audience	Apprentice Techs 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 Texting When Done Best Practice on 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 providing texting when done impacts the Happy Customers gauge.
LMS	After the talk, have every participant log into the LMS and complete the acknowledgment.
Follow up	Observe and coach your team to ensure that they make it easy for customers to choose text when done.

Text When Done

Explain: Customers want to know exactly when their vehicle is finished. **Texting when done** allows for an easy way to inform the customer without having to make a phone call.

Answers

Question 1: Why is it important to text the customer when their vehicle is done?	<ul style="list-style-type: none"> • Improves consistency of our communication with customers
Question 2: What is the value of Texting when done ?	<ul style="list-style-type: none"> • Customer is better informed • Allows us to deliver a world class experience
Question 3: What are some things we can do to ensure that the customer receives a text when done?	<ul style="list-style-type: none"> • Share the value of why we are asking for a text capable phone number through the credit card device • If not captured through the credit card device, the Salesperson can ask for the number and enter it at the Point of Service

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set your expectations for executing the Best Practice 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.