Using the CSL Correctly

HAPPY CUSTOMERS
1   10

Intent

To ensure that we are able to quote our customers accurate wait times

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	A day ahead: 1) Print and review this talk. 2) Review the **Be Honest Promise** video. *(Search "Be Honest Promise" 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 they understand how using the CSL correctly impacts the **Happy Customer** gauge.
LMS	After the talk, have every participant log into the LMS and complete the acknowledgment.
Follow up	Observe to ensure Service Coordinators click vehicles in and out of the CSL correctly.

Supporting Accurate Wait Times

Explain: It's important for us to use the CSL correctly, so we can quote more accurate wait times for our Customer. This helps keep our Company's CDI above world class and create customers for life. It also shows our integrity that we do what we say we'll do.

Watch: Let's watch the **Be Honest Promise** video together.

If needed, remind your team that the Service Coordinator needs to click vehicles in and out the same way every time. Click the vehicle out of the CSL, and then click in the next vehicle.

	Answers
Question 1: Why is it important to use the CSL correctly?	Allows us to: • Quote accurate wait times • Keep our CDI above world class; create customers for life • Demonstrate our integrity that we do what we say we'll do
Question 2: What gets in the way of us not clicking vehicles in and out correctly?	• Showroom not communicating with the Service Coordinator
Question 3: Explain how to use the CSL correctly	• SC clicks vehicle out of the CSL, then clicks in the next vehicle

Call to Action:
1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
2) Set expectations for executing on the Be Honest Promise at the store.
3) Explain how you will support this and why you expect this to improve Customer Delight.
4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.