

OBSERVE AND COACH

Customer in Vehicle During Service

Employee shares precautions with the customer for staying in the vehicle during service, before customer pulls vehicle in.



	SAFE	AT RISK
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For each **SAFE** observation

1. Praise the employee for following the IAM actions
2. Remind the employee of the benefits of sharing precautions for staying in the vehicle during service
 - ! Customers are less likely to want to get out of the car while it's up in the air, which can create an unsafe condition
 - ! Customers will be better, which means a safer experience for both Our People and Customers

For each **AT RISK** observation

1. Use the information below to help coach the employee:
 - ! Per the IAM, always inform customers of our precautions prior to them pulling the vehicle in and staying in it during service
 - ! Customers that are not aware of our precautions prior to pulling in:
 - Are more likely to want to get out during service because they did not know what to expect
 - Can create other safety issues, like moving around too much or starting their vehicle while it is being serviced