

Using the CSL Correctly

Using the CSL correctly improves Customer Delight by allowing us to provide more accurate promise times to our customers.



- Service Coordinator clicks the vehicle out of the CSL, then clicks in the next vehicle

Note: In certain workflow plays, the same person may perform both the Crew Chief and Service Coordinator roles.

The Whys

By clicking vehicles in and out of the bay correctly, we will have the best information to:

- Quote customers the most accurate wait time
- Schedule the right number of people in the service area to meet customer demand