

Appointments

To provide a consistent experience for our appointment customers, stores are expected to bring the appointment customer's vehicle into the next available bay at their scheduled appointment time.

Additionally:

- BOPIS orders without an appointment receive next in bay.
- BOPIS orders with appointment receive Pit Stop Experience.

 <p>CRITICAL TO QUALITY</p>	<p>Day of appointment responsibilities:</p> <p><u>Senior Assistant Manager AOR</u></p> <p>Meet the expectations of your appointment customers by providing an inviting, easy, and safe experience.</p> <ul style="list-style-type: none">• Plan for your appointment customers.• Make sure they get next in bay.• Set expectation for walk-in customers by quoting accurate wait times.• Offer appointments to customers who ask, NOT to gain the commitment. <p><u>Sales Apprentice AOR</u></p> <ul style="list-style-type: none">• Inform appointment customers their vehicle will be brought into the next available bay. <p><u>Service Coordinator AOR</u></p> <ul style="list-style-type: none">• Trust that your sales team has set the expectation for walk-in customers' wait times (some of which may arrive before an appointment customer).
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