

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.



Day of appointment responsibilities:

Senior Assistant Manager AOR

Meet the expectations of your appointment customers by providing an inviting, easy, and safe experience.

- 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.**

Sales Apprentice AOR

- Inform appointment customers their vehicle will be brought into the next available bay.

Service Coordinator AOR

- Trust that your sales team has set the expectation for walk-in customers' wait times (some of which may arrive before an appointment customer).