

## Air Check Observation Checklist

Air Check Employee #1: Sales Associate? Yes / No	Date:
Air Check Employee #2: Service Tech or above? Yes / No	# of vehicles in line:
Observed by:	Mobile device: Yes / No

The intent of an Air Check is to ensure that the customer leaves in the safest position possible. We do this by:

- Demonstrating the actions and behaviors of a [Trusted Expert](#) **AND**
- Following [CES](#), [Air Check](#), and [Inflating on the Vehicle](#) Best Practices

✓		Comments
	Greeted customer and identified the immediate need. <b>Example:</b> "What brings you in today?"	
	Vehicle was turned off before beginning inspection.	
	Built a relationship under the umbrella of safety and asked questions to identify their true needs. Asked follow-up questions. <b>Examples:</b> "Are you experiencing any other issues?" or "Do you have any other concerns?"	
	Asked permission to perform a complete assembly inspection (including tires, wheels, spare when possible, and accessories including wiper blades).	
	Followed all <a href="#">Air Check Best Practices</a> to perform a complete assembly inspection.	
	Inspected wiper blades and asked appropriate questions to determine whether there is a need for replacement.	
	Captured all customer, vehicle, air pressure, assembly inspection, and wiper blade information accurately.	
	<div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Captured email address?</span> <span>Yes / No</span> </div> <div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Captured phone number?</span> <span>Yes / No</span> </div>	
	Followed all <a href="#">Inflating Tires on the Vehicle Best Practices</a> .	
	<div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Was an unserviceable condition observed?</span> <span>Yes / No</span> </div> If yes, made a recommendation to the customer and helped them resolve it as soon as possible.	
	Shared findings with the customer in a manner that was easy for them to understand. Followed <a href="#">Know Your Numbers guidelines</a> for recommendations. <div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Was tread depth 4/32 or less?</span> <span>Yes / No</span> </div> <div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Was tire age 6 years or more?</span> <span>Yes / No</span> </div> <div style="display: flex; justify-content: space-between;"> <span style="background-color: yellow;">Was a recommendation for product made?</span> <span>Yes / No</span> </div>	
	Shared our free services and the 30% time savings for future visits when they buy and book online with us no matter their need – products or service.	
	Sent results to customer via: <input type="checkbox"/> Email <input type="checkbox"/> Text <input type="checkbox"/> Both	
	Thanked customer and made sure customer was guided out or away from the bay.	
	Was the air check converted to VTV? <b>Yes / No</b> <input type="checkbox"/> If no, pressed <b>Submit</b> button to save data collected. <input type="checkbox"/> If yes, selected <b>Convert to VTV</b> .	