

## Alignment Benediction

**Introduction** The Alignment Benediction is our final opportunity to deliver on our Brand Promise: To ensure that Our Customers are happy with the service we have provided, and to demonstrate that we truly care about their satisfaction.

The below chart details the scenarios for when a customer comes to our stores looking for an alignment on their vehicle and the appropriate actions to take, depending on the results found.

Scenario	Action
<b>Alignment was not out and no adjustment needed</b>	<ul style="list-style-type: none"> <li>Review the printout from Hunter machine, explain the results, and provide the customer with the printout. <ul style="list-style-type: none"> <li>"All numbers are within the manufacturer specs for your vehicle. The alignment on your vehicle is good to go."</li> </ul> </li> </ul>
<b>Alignment was out and the customer did not want to make adjustments</b>	<ul style="list-style-type: none"> <li>Review the printout from Hunter machine, explain the results, and provide the customer with the printout. <ul style="list-style-type: none"> <li>Explain how the effects of toe in/out or caster in/out will affect the vehicle's handling/tire wear.</li> </ul> </li> </ul>
<b>Alignment was out and adjustments were made</b>	<ul style="list-style-type: none"> <li>Review the printout from Hunter machine, explain the results, and provide the customer with the printout. <ul style="list-style-type: none"> <li>Explain how the effects of toe in/out or caster in/out will affect the vehicle's handling/tire wear.</li> </ul> </li> </ul>
<b>Alignment was out but we were not able to make adjustments</b>	<ul style="list-style-type: none"> <li>Review the printout from Hunter machine, explain the results, and provide the customer with the printout. <ul style="list-style-type: none"> <li>"We were not able to make adjustments due to worn/broken parts found after alignment was checked."</li> <li>-OR-</li> <li>"We may be able to perform the free check but cannot complete due to lane change cameras or radar equipment that we cannot reset. We can check almost all cars for free but may not be able to make the adjustments due to our technology and training."</li> </ul> </li> <li>Refer customer to the preferred service provider to complete the work.</li> </ul>
<b>No alignment check performed due to broken parts or codes in vehicle ECU in relation to alignment, i.e., steering angle sensor, yaw rate sensor, electric power steering etc.</b>	Refer the customer to preferred service provider to have vehicle looked at further.

## Delivering the Alignment Benediction

The Alignment Tech will typically perform the Benediction, as they have the knowledge to speak to the alignment and answer any questions the customer may have. If the Alignment Tech is unavailable, the Senior or Store Manager will be able to assist.

The alignment results printout report must be provided to all customers after completing the Benediction conversation with the customer. Below is an example of the alignment results printout.

For additional information, please refer to the Alignment Basics Job Aid.

