
Alignments Onboarding QRG

Store Set Up

- Partnership with nearby businesses – introduce that we are in a learning phase with alignments and can only perform adjustments. This means we are doing alignments without replacing parts on the vehicle. Therefore, we would like to send our customers to those businesses.
- Consider the store layout
 - Deads may also need an alternate route as the alignment rack may interfere with the path to the back door

Scheduling

- When the Tech comes back from Hunter training, ensure that they have days scheduled that are dedicated to alignments. If the employee does not have the time allotted, they cannot practice the skills they just learned.
 - It is imperative to have one day of sales to practice offering an alignment, and then one day of service to practice performing an alignment
- Need at minimum 2 people scheduled in the Alignment Bay to be the most efficient in a day

Working with Our Customers

- The Salesperson must check the Wheel Alignment Adjustment Guide booklet to ensure we can service the alignment and inform the customer
- \$89.99 for any alignment
- Always offer our customers a free alignment check
 - Should be offered if it's been one year or 15,000 miles since the last alignment check, the customer's vehicle does off roading, or hits a significant amount of potholes
 - Special focus on high-mile vehicles
 - Quote accurately and be aware of lifted and lowered vehicles
- It is preferred that the alignment be done before service, if possible, to not add any additional time to the customer wait. Be flexible based on the situation. Ensure the customer has the shortest wait time.

Invoices

- Use article numbers 98935 (Free Alignment Check) and 98930 (Alignment)
- The tires and the alignment check are added to a single invoice and finalized. If the customer decides to purchase the alignment, another invoice is created for the alignment service.
- If we are aligning the vehicle regardless of the check, then the tires, free alignment check, and 4-wheel alignment can be put on a single invoice
- Layaways should not be used

Benediction

- Provide all our customers with the alignment results printout report