

Maintain a good reputation of your garage

Auto owners generally check with local customer organization regarding the reputation the shop, company or garage, so maintain it.



Inform about the warranty of vehicle

At the initial point of contact discuss about the warranty of the vehicle with the customer.



Keep the parking lot clean

Lots of customers do not prefer to give their vehicles to those garages whose parking spot is not clean and clear.



Check the service bay floors

You may not know but customers do notice if the floor is cluttered with rags, scattered tools and debris or it is clean.



Make sure you look professional

Maintain your uniform well; your efficiency will be judged on the basis of your professional approach.



Display your certificates on the wall

The training certificates and appreciation letters or photos of each auto technicians and the garage, must be displayed.



Maintain your tool box properly

You never know when and what situation you will need certain tools, so make a list and keep all those tools with you always.

Check the vehicle before quoting

You should thoroughly check the vehicle once, before you make any statement to the customer regarding vehicle condition and price.



Give a crystal-clear explanation

Do not hide anything from the customer; tell the full description of what needs to be done to the vehicle.

Show the old parts

After you remove or replace any old parts with a new one, remember to show the old part to the customer for his/her satisfaction.

