

### Do's

#### **DO communicate clearly**

Inform the auto owner in detail about the faults you are examining at present

#### **DO think about car's health in long-run**

Keeping car's longevity in your mind, examine the major faults that may appear in future

#### **DO follow a standardized procedure**

Your company or garage must follow certain rules and regulations, you should abide by them for all customers

#### **DO keep in touch with the car owner**

Keep the contact details of the customer, so that you can ask for the required information whenever necessary

#### **DO First Aid box handy**

If you got injury in hands, clean the wound and use antibiotic ointment & bandage. If got injury in eyes, immediately flush the eye with water and keep it wide open



### Don'ts

#### **DON'T over promise**

Overpromise in terms of work quality and timing may hamper the reputation of your as well as your garage

#### **DON'T hover**

Try to get all information at one go from the customer, do not nag again and again

#### **DON'T forget to check the warranty**

Check warranty of the vehicle and then release the invoice, otherwise customer will be furious at you

#### **DON'T accept extremely dirty vehicles**

It is customer's duty to do the basic cleaning before handing over the car to you, make sure it is not too dirty

#### **DON'T take risk with your health**

If the injury is major, contact general physician for dressing or eye specialist (in case of eye injury)

