



Mercedes-Benz

Mercedes-Benz of Fort Lauderdale



**SERVICE DRIVE PROCESSES**

**1. Friendly MEETING & GREETING**

Acknowledge immediately

**2. Identify and Verify PRIME CONCERN(S)**

- What are the symptoms?
- Where on the vehicle?
- When do you notice symptoms?
- Who is operating the vehicle?
- How long the symptoms have existed?
- Have these symptoms been **worked on** before?

**3. CONFIRM your understanding of customer concern(s)**

Verbal **YES** from customer !

**4. Offer CONCERN RESOLUTION**

What, How Much, When!

**5. Perform vehicle WALK-AROUND**

- Tire wear
- Under hood items
- Damage to be noted

**6. Present MENU**

Review current or next maintenance due

**7. Verbally offer FREE COURTESY INSPECTION**

Request permission

**8. Make FINAL COMMITMENTS**

Update customer information

**9. ACTIVE DELIVERY (AD)**

- Review all repair lines with customer
- Review satisfactory survey

**10. Next APPOINTMENT**

Review next appointment.



**Thank the Customer!**

**Dear Customer,**

**YOUR SERVICE ADVISOR SHOULD**

1. Exceed your expectations!
2. Perform a **vehicle walk-around** at your car, with you present: inspecting your tires and under hood items
3. Provide you with a **vehicle maintenance menu** when you bring your car in for service.
4. Offer our **FREE Multi-Point Courtesy Inspection!** Review the results and give you a copy of the completed inspection form.
5. Perform an **ACTIVE DELIVERY (AD)**. Escort you to the cashier and explain your service invoice.

**ALLEN MAJEWSKI - Service & Parts Director**

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