



Standard Operating Procedure Examples

I. Greeting/Phone

Whom?

Answer all calls within 3 rings using proper script.

Office Staff/Estimators

"ABS Collision Repair, _____ speaking, May I help you?"

Answer by 3rd ring.

If necessary, put current call on hold or ask customer to wait and answer by the 4th Ring.

Gain commitment by scheduling estimate appointments when possible in Outlook (30 minute slots)

Estimator or Office Staff

Schedule repairs in Staffix Scheduler

Check for capacity or hours.

See Outlook Scheduler SOP

Greet customers as they arrive and qualify their needs

Office Staff/Estimator

Ask which insurance company they are using.

Ask if the insurance company sent them or if they have an insurance estimate.

Have customer complete customer information form

Have customer pull vehicle into Estimate Bay if weather is inclement or offer to pull vehicle in Estimate Bay for them if there is an age or children are a concern

Offer customer seat and refreshments

Notify estimator that customer is here for an estimate

Keep lobby clean and magazines current.

Office Staff/Detail

Stard Operating Procedure For Automotive Paint Shop

JR Anderson



Standard Operating Procedure For Automotive Paint Shop:

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