



service daily work programme from POWER

## Organise your service operations by giving your advisors clear, comprehensive information about their workload

Service advisors interact with your customers more than any other employee in your dealership. Help them stay more organised with the Service Daily Work Programme.

### Personalised Daily Programs

With the Service Daily Work Programme (SDW), service advisors work from individual daily reports that include a To Do list of work to be accomplished, and work to prepare for what is scheduled in your dealership that day. Armed with SDW, advisors can confidently complete tasks, contact customers, and plan for the day ahead.

Adv	Name	Ship > 7	Acc in	Comp	Revs	Missed	Missed	RND	SFD	Last	Follow
				Over > 1		Revs 9 days	From Time	Lines	Rec'd	Sales	Up
200	BIGWELL, MARK	2			1						
201	BERGERON, DEIDRE	2			3	2					
202	Jake, Ian	3									
503	Alex, Michael	3			2		2				

Clear and concise management data gives you an overview of your staff's work programme

**POWER**

### **The Competitive Edge**

Organisation leads to customer satisfaction, which gives you a competitive edge.

Advisors can make notes on their reports, explaining why a vehicle is still in the shop, what is going on with a certain part, why they did not upsell a job, or simply that work is finished. Then you can review these notes to stay up-to-date on service issues.

With SDW, you can track and manage:

- Jobs completed but not picked up.
- Jobs on hold.
- Jobs in the shop for more than a specified number of days.
- Jobs that have missed their promised times and are not yet complete.
- Customers to contact with special order parts not picked up, etc.
- Reservations due in the shop.
- Previously identified work needed on customers' cars that now requires their attention.

In addition, SDW displays lost sales – suggested merchandise that was not sold on an job card. This way, service managers are aware if an advisor needs additional training in upselling.

### **Customer Follow-Up**

SDW makes it easy to contact customers at the right time, whether it's for a follow-up to service performed, or as a friendly reminder about services still needed. SDW can help you capture and upsell service opportunities and expedite cash flow from customers who:

- Missed their reservations.
- Declined recommended services.
- Need to pick up their Special Order Parts.

SDW can be set up to run automatically each night, so your advisors have their reports at the start of the business day. With SDW, your service advisors can make the most of their day.