

3 Person Team Best Practices

Lower Bay Technician

- Guides in vehicle and fills out the ROC up to Transmission check
- Does Battery test
- Performs Under Vehicle ROC
- Set blocks if ROT1
- Remove drain plug and place up OF
- Does CT part of the ROT1
- Return to LBT duties
- Does Windows after Quality Inspection if not complete
- Guides vehicle out

Upper Bay Technician

- Drives in the vehicle
- Communicates mileage and dash lights
- Shuts vehicle off
- Continues the ROC
- Performs ROT1 with LBT
- Continues UBT duties
- Does Windows after Quality Inspection if not complete
- Drives vehicle out

Customer Service Advisor

- Greet / Check-in
- Mighty / TG / Filter & Torque *if not performed by UBT*
- Removes Cabin Air Filter
- Vacuum
- Starts service review immediately when ROC is complete
- Finishes vacuuming if not complete
- Does windows while waiting for the ring out
- Does the ring out immediately following the Quality Inspection

*3 person teams can only be run with employees certified in all 4 positions

*If you have more than 1 car on the lot you shouldn't be in a 3 person team

*If there is a 4th person doing Ancillaries they should help w/ greets or windows if possible

*If UBT must greet, they will just "Welcome" the customer and escort them to the lobby.