

# Welcome Role Play

**“Welcome to Jiffy Lube Multicare & (TG), my name is \_\_\_\_\_, how may I help you today?”**

**Customer:** I’m here for an Oil Change.

**CSA:** **“We can take care of that for you today. Let’s begin by gathering some vehicle information so we can choose the proper oil for your vehicle.”**

***If equipped w/ Mobile Bay Station: Explain to customer new way of checking them in. Scan VIN, input plate & mileage, procedure checking in the customer at the vehicle have customer electronically sign the estimate via Mobile Bay Station. Everything should be completed at the vehicle.***

Begin ROC by capturing services requested, mileage from customer and license plate. Enter info on Post-It pad. Scan VIN with VIN scanner.

Write service code(s), time of day and any special requests on windshield.

*(If not going straight to Greeter Station, place Post-It note on windshield and escort customer to lounge and give lounge orientation.)*

Open vehicle door **“Please follow me into the lounge and we will choose your oil and get you checked in.”**

Escort customer to the Greeter Station; ensure customer is positioned in front of the screen.

Gather/verify customer information and email address.

**Properly discuss** “What is your driving style?” screen. (Most people do Severe Driving)

After looking at the history, discuss the tire rotation with the customer:

With a repeat customer: **CSA: “You (did or did not) do the tire rotation with your last oil change, most tire manufacturers recommend you get your tires rotated every 5,000 to 8,000 miles, which is about every oil change. Our tire rotation service costs \$24.99 and comes with a free brake inspection. Can we perform that service for you today?”**

With a new customer: **CSA: “Did you have your tires rotated the last time your oil was changed? Most tire manufacturers recommend you get your tires rotated every 5,000 to 8,000 miles, which is about every oil change. Our tire rotation service costs \$24.99 and comes with a free brake inspection. Can we perform that service for you today?”**

Help the customer make their oil selection by using the ESM to verify the correct weight, grade and amount of oil recommended by the manufacturer.

Escort customer to the lounge, give lounge orientation.

Let customer know you will be returning with vehicle inspection results.