CALL & RESPONSE

Who Calls	Who Responds	
ANY: "Customer on the lot. Employee greet the Customer"	Greeter: "Greeting Customer, Bay #"	CSA, Manager, Service Tech or CT
UBT: "Signature Service / Tire Rotation bay #"	LBT: "Thank you, bay #"	UBT reads the service off the window or verify on computer
CT: "Dash Lights & Mileage, bay #"	UBT: "Thank you, bay #'	UBT records on ROC
UBT: "Checking transmission fluid, bay #"	LBT: "Thank you, bay #"	
UBT: "Engine off, bay #"		CT turns the vehicle off
UBT: "Signature service ready to drain, bay #"	LBT: "Thank you, bay #"	UBT records on ROC
UBT: "M## oil filter, ## OF Torque, Tire torque & Spark Plug Rec bay #"	LBT: "Thank you, bay #"	CSA: should take over for UBT
UBT: "CAF location, bay #"	CT: "Thank you, bay #"	CSA: should take over for UBT
UBT: "Under Vehicle Conditions, bay #"	LBT: Reports findings from inspection	UBT records on ROC
UBT: "Oil filter verified, bay #"	LBT: "Thank you, bay #"	Verify oil filter in Mighty or GROW
If tire rotation		
UBT: "Clear to lift, bay #"	LBT & CT: "Clear to lift, bay #"	CT should raise lift if ahead of UBT
UBT: "Lifting vehicle, bay #"	LBT & CT: "Thank you, bay #"	
UBT: "Clear to lower lift, bay #"	LBT & CT: "Clear to lower lift, bay #"	
UBT: "Lowering lift, bay #"	LBT & CT: "Thank you, bay #"	CT can lower lift
UBT: "Tires Torqued to __FT LBS bay #		
LBT: "Drain plug torque ##, ready for oil, bay #"	UBT: "Thank you, bay #"	Using Torque wrench torque drain plug
LBT: "Mounting plate clean, filter spindle tight, bay #"	UBT: "Thank you, bay #"	
or "Canister filter intact, housing clean, bay #"		Follow proper instructions for canister gaskets
UBT: "Checking under hood fluids, bay #"	LBT: "Thank you, bay #"	
UBT: "Adding oil, bay #"	LBT: "Thank you, bay #"	
UBT: "Under vehicle status, bay #"	LBT: "Status, bay #"	UBT records status on invoice
CSA: "Under hood status, bay #"	UBT: "Status, bay #"	CSA or UBT complete invoice
UBT: "Clear to start, bay #"	LBT: "Clear to start, bay #"	
UBT: "Starting, bay #'	LBT: "Thank you, bay #"	W/ 1 foot on the brake
UBT: "Pressure up, bay #"	LBT: "Thank you, bay #"	
LBT: "System sealed, bay #"	UBT turns off vehicle	After waiting 10/60 seconds
UBT: "Quality inspection, bay #"	LBT: "Wrench on differential plug tight, hand on oil filter tight, oil drain plug torqued ## . Gasket on old filter Quality inspection complete, bay #'	
UBT: "All caps tight, dipsticks secure, hood coming down, bay #"	LBT: "Thank you, bay #"	After oil level & caps are verified
CT: "Starting and leaving, bay #"	LBT: "Thank you, bay #"	