

JTSS + Vehicle Team updated 02/12/2018 Balanced Inspection

| <i>Customer Service Advisor</i> | <i>Upper Bay Technician</i> | <i>Lower Bay Technician</i> | <i>Courtesy Technician</i> |
|---|--|---|--|
| <p>Welcome Welcome the customer quickly, accurately, professionally. Welcome to Jiffy Lube, 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.</p> <p>Begin ROC by capturing license plate, mileage and services requested</p> <p>Use window crayon to mark time and type of service</p> <p>Open vehicle door Scan VIN Escort customer to the service review station; ensure customer is positioned in front of the screen</p> <p>Gather/verify customer information</p> <p>Complete the oil selection and note any items sold in GROW system Ask "Did you have your tires rotated the last time your oil was changed?"</p> <p>Escort customer to the lounge, give lounge orientation</p> <p>Let customer know you will be returning with vehicle inspection results. Look up GROW, Mighty, TG Can scribe if available</p> <p>Review Preview ROC, identifying any unusual conditions Escort customer to service review station</p> <p>Review ROC with customer- smallest to largest Turn off items in Cherry if not purchased Review vehicle manufacturer recommendations including TG quote & BI Print man recs to give to customer</p> | <p>Be Ready (Front of Bay) <i>UBT will fill out the ROC</i> Read services on windshield Call: "Car coming in, SS, TR, Bay #" Guide vehicle in Perform front light inspection, check lens condition, check windshield condition Move down driver side of vehicle Inspect wiper blade and call red, yellow, Check rear lights. Input plate, miles and dash lights into ROC. Move up passenger side, verify doors If rotation sold, verify LBT set blocks Check passenger side wiper and call out red, yellow, green Raise the hood -Place fender covers on car Check transmission fluid *Call: "Checking transmission fluid, bay #" *Call: "Engine off, bay #" Check the oil level and record unusual conditions on ROC *Call: "Signature Service, ready to drain, bay #" Look up GROW, Mighty, TG - if no CSA Determine correct oil filter application and drain plug torque *Call; "M#### oil filter, drain plug & tire torque ## lbs, bay #" Determine if vehicle has a CAF *Call: "CAF (Location) bay #" *Call: "Under vehicle conditions, bay #" on ROC Check brake fluid level and test brake fluid with test strip (<i>Take picture</i>) Check level of anti-freeze and record on ROC Remove air filter (Picture) Complete under hood inspection (belts, hoses) record conditions on ROC Physically verify new oil filter (initial, date, and print drain plug torque) *Respond: "Thank you, bay #" Deliver ROC if no tire rotation Begin tire rotation *Call: " Clear to lift, bay #" Move tires; inspect brakes using rainbow gauge and record on ROC.</p> | <p>Be Ready (Positioned off cat walk in the lower bay)</p> <p>*Respond: "Thank you, bay #"</p> <p>Install lift blocks if tire rotation</p> <p><i>Lower bay transmission check will be done at pressure check</i></p> <p>*Respond: "Thank you, bay #"</p> <p>Complete under vehicle inspection and communicate *Respond: "Thank you, bay #"</p> <p>*Respond: "M#### oil filter, drain plug ## LBS, bay #" Place oil filter and drain plug at front of bay verification</p> <p>*Respond: "Condition of LB ROC items "</p> <p>Remove and inspect oil drain plug Loosen then remove old oil filter including UB filter</p> <p>*Call: "Mounting plate clean spindle tight, bay #" *Respond: "Clear to lift, bay #"</p> <p>Install the oil drain plug/replace gasket (as needed)</p> | <p>Be ready (Positioned at rear of bay) Properly places floor mat Release hood, unlock the vehicle and lower passenger/driver side windows-Retrieve ROC</p> <p>Drives vehicle into bay, places it in "Park" Properly assist with light check Check dashboard indicators: -Check Engine Light -Service Reminder Light -TMPS light Comm. with upper bay</p> <p>Reset Oil Change indicator Raise windows</p> <p>Respond to UBT *Respond: " Engine Off, bay #" Turn engine off and secure keys</p> <p>If rotation sold, verify LBT set blocks</p> <p>Test battery and record results on ROC take Picture of Results</p> <p>Remove cabin air filter if 5 min or under take Picture of CAF</p> <p>With flashlight or camera inspect the Brakes (Purple if not visible) If rotation sold: Inspect tires/wear and check tread depth of tires. Record lowest measurement on ROC (do not rotate under 4/ Place ROC on fender</p> <p>Get tools for rotation (including extra socket for UBT) *Respond: "Clear to lift, bay #" Operate air gun and move wheels. Remove lug nuts from LF wheel, remove wheel and roll back to LR (checking for damage while</p> |

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| Review other Jiffy Lube service offerings | Measure LF brakes and inspect rotor and suspension for unusual conditions. | | rolling). Remove lug nuts from LR wheel and leave wheel on. Repeat procedure RR and RF wheels |
| Recap requested services and complete service review | Move to LR, remove tire from wheel and place on LF wheel, hand tighten bottom lug nut on wheel, move to LR measure brakes and install tire and hand tighten bottom lug nut. Repeat procedure on right side of vehicle | | Reinstall tires: move to LF wheel and in a STAR pattern, tighten lug nuts using torque stick, move to LR, RR, RF using same procedure. Complete Tire rotation |
| Escort customer to the lounge | Repeat procedure on right side of vehicle | | |
| Deliver ROC items for reinstallation and inform team of additional services sold | *Respond: "Thank you, bay #" | *Call: "Drain plug torqued ## LBS, ready for oil, bay #" | |
| Ring Out | Deliver ROC | *Respond: "Clear to lower lift, bay #" | *Respond: "Clear to lower lift, bay #" |
| Notify customer service has been completed | Complete tire rotation | *Respond: "Thank you, bay #" | |
| Determine customer's Oil Change schedule | Torque wheels to OE specs using torque wrench | (repeat response after each call from UBT) | Follow UBT and install hubcaps / wheel covers |
| Print window sticker | *Call: "Tires Torqued to ___FT LBS bay #" | | |
| Thorough review of invoice. | Verify that LBT has removed lift blocks | | Clean exterior windows starting at driver side windshield moving clockwise, leaving no visible streaks, cleans under wipers, no fluid or drips on exterior paint of vehicle, including Side Mirrors/Sunroofs |
| Inform customer of price and accept payment | Set and adjust tires to proper inflation | | Properly Vacuum Floors starting at driver side front, then moving counter-clockwise Vacuum under floor mats Put any valuables on passenger front seat |
| Follow discount policy (per franchise guidance) | *Call "Checking under hood fluids, bay #" | *Respond: "Thank you, bay #" | |
| Print/Email receipt and communicate value added items. | Install/reinstall items | Install the new oil filter | |
| Offer invitation to return | Add oil *Call: "Adding oil, bay#" | Check and fill the transfer case, differential, manual transmission and lubricate fittings | |
| | *Call: "Under vehicle status, bay #" | *Respond: ""Added ## pint to rear differential, ## fittings, no unusual conditions, bay #" | |
| | *Respond: "Thank you, bay #" | | *Call: "Courtesy complete, Bay #" |
| | Complete checkpoints screen and send invoice | | Reinstall CAF if not already completed |
| Escort customer to their vehicle. | *Call: "Clear to start, bay #" | *Respond: "Clear to start, bay #" | |
| Repeat invitation to return | Start vehicle *Call: Starting, bay #" | *Respond: "Thank you, bay #" | |
| | *Call: "Pressure up, bay #" | | |
| | Check top side oil filter for leaks. Allow 60 seconds for canister filter Verify the oil change indicator light and TPMS light - reset (if tires rotated) | Properly perform 10 SEC/60 pressure check | |
| | *Call: "Quality inspection, bay #" | *Respond: "System sealed, Bay #" | |
| | Watch LBT perform quality inspection Perform upper bay quality inspection | *Respond: Wrench on differential plug, tight Added ## pint fluid type to the rear differential. Hand on filter, tight. Wrench on drain plug, torque ## LBS, tight. ## fittings, no unusual conditions, gasket on old filter, quality inspection complete bay ##" | |
| | *Call: "All caps tight, dipsticks secure, hood coming down, bay #" | *Respond: "Thank you, bay #" | *Call: Starting and leaving, bay #" |
| | Pull up on hood | *Respond: "Thank you, bay #" | Drives vehicle from service bay. |
| | Guide vehicle out of the bay | | Place vehicle in "Park", complete vehicle check Verify indicator lights are off and secure Keys |

Secondary Car Rules

After the Primary ROC is delivered and OF is verified, two people can STAGE the next Vehicle

- Check front lights and Headlight lens
- Walk up the driver side checking the wiper blade performance
- Check back lights
- Walk down the passenger checking the doors
- Raise hood and Check Transmission
- Check the oil level prior to service, Comm. And return to Primary

If 2 cars show up at once STAGE primary, then STAGE secondary and return to Primary

When 2 people are available, they can become 2nd team of CT & UBT

Best Practices

- CSA, Floater and Manager can Scribe if available
- CSA should get 1st greet and MGR & Floater getting additional greets
- Upper bay MUST do 4 things; MGR can assist with everything else.
 - **1.** Tires
 - **2.** Under hood Fluids
 - **3.** Add Oil (Before installs, oil filter and invoicing. To allow help from the team)
 - **4.** Upper bay QI.
- Oil light can be reset by anyone. UBT should verify it has been done during pressure check w/ driver checking when its driven out.
- Upper Bay should never be “waiting” on the computer or start on the secondary vehicle.
- Use Mighty, instead of unlocking work orders to avoid “waiting”
- Be aware of number of people greeting at 1 time. Acknowledge the customers but don’t have the whole crew out there.
- Don’t waste the bay! Avoid doing ancillaries over the bay or behind an empty bay.
- Take window marker with you to the greet knowing the time of day. Everyone should have a marker.
- Train employees to look for opportunities.
- Scan every vehicle that comes into the bay
- Every vehicle needs to have an inspection form done

Flow Charts

Order of who Greets:

1. CSA
2. Manager
3. Floater / Service Tech
4. Courtesy

Positions

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| 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech | 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager | 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager / 2nd CT 6. Floater / Service Tech / Upper Bay | 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager / 2nd CT 6. Floater / Service Tech / 2nd CT 7. Upper Bay Tech |
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| 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager 6. Floater / Service Tech 7. Upper Bay Tech 8. Courtesy Tech | 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager 6. Floater / Service Tech 7. Upper Bay Tech 8. Courtesy Tech 9. CSA | 1. CSA 2. Upper Bay Tech 3. Lower Bay Tech 4. Courtesy Tech 5. Manager 6. Floater / Service Tech 7. Upper Bay Tech 8. Courtesy Tech 9. CSA 10. Ancillary Tech |
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