**Greeter Cheat Sheet**

1. Greeting Bay Call Successful: “Customer on the lot.” –- Any J-Team Member

2. Greet the Customer within 10 seconds with Mobile Bay in hand.

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

3. “We can take care of that for you today. Is it okay if I open your door to scan your vehicle so we can choose the proper oil for your vehicle?”

4. Scan VIN, input plate if new vehicle, and Mileage

5. Gather/Verify Customer information and email address\*\*

6. Properly discuss “What is your driving style?” screen. (Most are severe driving standards)

7. Properly discuss Tire Rotation: “Most Tire Manufacturers recommend rotating your tires every 5-8,000 miles, which is about every oil change. Our tire rotation service is $24.99 and comes with a free brake inspection and it doesn’t take any additional time. Can we perform that service for you today?”

8. Customer Choice (No Tire Rotation): “At Jiffy Lube, you have the choice to wait in our lounge or in your vehicle. What would you prefer today?”

 If waiting in vehicle, explain the hand signals of UBT. Ask if the customer would like to check the CAF and Vacuum. Inform customers regarding rules to exit vehicle once in Bay.

9. Use the ESM to verify the correct weight, grade and amount of oil recommended by the manufacturer.

10. Add any coupons presented to the estimate by going to the Shopping Cart and selecting “Add Item” (Shift-A) in the lower left-hand corner of the screen.

11. Escort the customer to the lounge using “No Handles Policy” – Perform Lounge Orientation and Set Expectations for Service

**Keep in mind that the full Greet must be completed at the vehicle with Mobile Bay Station and Email Addresses need to be gathered on every vehicle.**