

## PROTOCOL IMPLEMENTED AT <INSERT SHOP NAME>– CORONAVIRUS MARCH 2020

### **NIGHT DROP/EARLY BIRD DROP**

**LOCKBOX** (If Applicable)

### **PICK UP AND DELIVERY**

### **PAY OVER PHONE**

**PROMOTIONAL PENS**– (CLIENTS CAN TAKE WITH THEM AFTER SIGNING INVOICE)

### **SEAT COVERS**

### **STEERING WHEEL COVERS**

**SANITIZING KEYS**BEFORE HANDING THEM TO CUSTOMERS (PUT ON THE “SHOW”)

**GLOVES** – WORN BY MOST EMPLOYEES ALWAYS TECHS WHEN WORKING ON VEHICLES

### **FREQUENT HAND WASHING**

**FINANCING**– PEOPLE ARE MORE CONCERENED ABOUT THE FUTURE AND THEIR PAYCHECK

**PHONE SOAP**- CELL PHONE/I PAD SANITIZER IN WAITING AREA FOR WAITING CLIENTS

**LOANER CARS**– WIPED DOWN AFTER EACH USE WITH SANITIZING WIPES

**SHUTTLE VEHICLE**– WIPED DOWN FREQUENTLY WITH SANITIZING WIPES

**PHONE GREETING**– CHANGES TO “FREE PICK UP AND DELIVERY”

**TAKING EMPLOYEES TEMPERATURE**– POSTING ON SOCIAL MEDIA

**SIGNAGE** – FRONT COUNTER AND WAITING AREA EXPLAINING THE STEPS WE ARE TAKING

**SANITIZING KEYS**– WITH PHONE SOAP AND THEN PACKAGING FOR CUSTOMER

We are sending the message to our clients that we are proactive via Facebook, Email, and Newsletter