



## The **Star Buick GMC Super Service Basics** 'OATH'

1. I project a positive image and energy. SMILE
2. I am courteous and respectful to all Guests, including Children.
3. I stay friendly – approachable – professional all the times.
4. I go above and beyond.
5. I am the face of STAR

AND this is critical, in that having a great Guest experience also requires having management supporting that experience by doing the same.

