

SCM DVR Review: Two per week required

Employees Working:	
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<u>Equipment / Service Center</u>	<u>Y/N</u>	<u>Opening / Closing Procedures</u>	<u>Y/N</u>
All cameras working properly?		Service center open 5 minutes early?	
Bay doors open 50 degrees+?		Service center not closed or drawer counted until after close?	
Open sign turned on?		Employees dressed and ready prior to open?	

	Y/N
Air filters pulled and shown side by side with a clean one on every car?	
Were cabins being checked and shown with a clean one?	
Was the battery tested on every car?	
Were all lights checked and wipers lifted and inspected?	
Did the CSR's turn the screen toward the guest and complete a full presentation?	
Did the team stay in position and utilize proper break-points?	
Were safety glasses worn when working on a vehicle?	
Was a bump cap worn while on the catwalk downstairs?	
Did we do a perfect guide-in? Were we standing out of the line of fire in the blue box?	
Did all employees follow the appearance standards? (Shirts tucked in, belts worn, etc..)?	
Did we pull the front bumper up to the blue line? No spacing?	
How did the employees utilize downtime (training, cleaning, holding sign)?	
Did we provide Vclass service?	
Were guests greeted promptly outside? Did we pull them up tight (no lot spacing) ?	

Oil change times:

[illegible]