

✂ CUT

FOLD

WHILE THEY'RE TALKING

THE QUESTIONS

- 1 In your own words, what's it doing?**
Write it the way they say it.
- 2 When does it do it?**
Cold, warm, startup, speed, turning, braking, weather. Every time or sometimes.
- 3 How often, and since when?**
- 4 What happened right before it started?**
- 5 Anything added or worked on lately?**
Who did it? Another shop, family, themselves.
- 6 What do you use it for?**
Short trips, highway, towing, parked outside, sits for weeks.
- 7 Can you make it do it for me?**
Start it, drive it with them, point to it, or video it next time.
- 8 Has it done this before, or anything like it?**

Their words first, yours underneath.

FOR SERVICE WRITERS

THE STANDARD

- 1 Write the complaint in the customer's words before any summary.**
- 2 Write when it happens.**
- 3 Read the complaint back before the customer leaves.**
- 4 Order no part until the reading that condemned it is on the ticket.**
- 5 When something tests good, tell the customer what was tested, what it ruled out, and what's left.**
- 6 Never change a tech's findings. Ask, and add your note under them.**
- 7 Put everything the customer was told on the ticket.**

Each line is done or not done, **on every ticket.**

DIAFORIK · FREE TO REPRINT WITH THIS LINE