

## Where's The Service? How Is Your Business Perceived?

*Terry Robey, Client Services Supervisor*

I'd like to relay a few personal experiences because it highlights the importance of service and it's pertinence to our industry – Service Counts!

This past spring, I had two projects I wanted accomplished by early summer. The first project involved the building of a deck and the second, the removal of a few trees from my property. As we all do, I called three companies per project to come out and provide estimates. Of the three deck companies contacted, two set appointments and the third never returned my call. Of the two that set appointments, neither showed nor called to reschedule. I then contacted a fourth person who set an appointment and kept the appointment then provided me with an estimate on the spot and proposed a start date of two weeks. This guy came prepared! Within that two-week period, one of the original companies I contacted called back and inquired into the work I needed. I explained, providing particulars with dimensions, whereby I was given an estimate over the phone, which by the way was less expensive than what I had already agreed on with the fourth contractor and had no intention of canceling. I thanked this person for their time, but let them know that due to the lack of timeliness and consideration (not showing up or calling when originally agreed upon) I would have the work done by someone else.

Needless to say, a very similar exercise took place with the three tree companies I contacted for the second project.

My point is this – customers expect to have their time and requests respected. When a customer calls an expert, they rely on the expediency of your expertise.

In our industry, ServicePricing is that tool which provides service staff finger-tip access to all the information needed for hundreds of common operations to provide the expert knowledge while respecting your customer's time. The cost is oftentimes not the only deciding factor!

If you'd like to see how your Service Department is doing, contact our Phone Shops Supervisor, Cassandra Hill at 1-800-523-8477, ext. 485 and sign up for Mystery Phone Shops today.



### What's New

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## Columbus Day (U.S.)/ Thanksgiving Day (Canada) Schedule

We extend our warm wishes to those observing Columbus Day and to Canadians celebrating Thanksgiving! Our office will be open for business as usual on Monday, October 13<sup>th</sup>. Our client services staff will be available to assist you from 8:00 a.m. – 7:00 p.m. Eastern Time. Call us at **1-800-523-8477, option 5**.



Have a happy and safe holiday!



## Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of August. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

### Dealership

Balise Chevy  
Balise Chrysler  
Balise Ford of Westfield  
Balise Honda Motors  
Balise Lexus  
Balise Toyota  
Bountiful Mazda  
Fountain Mitsubishi  
Gwatney Chevy Olds Isuzu  
McDaniel Toyota  
Mid City Motor World  
Park Mazda of Wooster  
Quality Toyota  
Wheeler Auto Center Mazda  
Woodall Mazda

### Carline

Chevrolet  
Chrysler  
Ford  
Honda  
Lexus  
Toyota  
Mazda  
Mitsubishi  
Isuzu  
Toyota  
Toyota  
Mazda  
Toyota  
Mazda  
Mazda

### Contact

Fran  
Kevin  
Jason  
Dave  
Connie, John  
Bruce  
Randy  
Tom  
John  
Pam  
Keyera  
Todd  
Chris  
Will  
Tommy

## NEED SUPPORT?

You can reach us at ...

**1-800-523-8477**

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing Changes – press 7

**Fax: 301-294-4979**

**Email: [clientservices@hayes.ds.adp.com](mailto:clientservices@hayes.ds.adp.com)**

40 West Gude Drive, Suite 200  
Rockville, MD 20850



## New Enhancements



As always, we are working hard to add all the new enhancements that you have requested. If you would like to see an operation added that isn't currently included, please let us know.

Also, users of many of our electronic products have the capability to set up their own operations.

- **Acura Canada:** Now contains 2003 model year data for all sections.
- **Honda Canada:** Now contains 2003 model year data for all sections.
- **Jaguar Canada:** Now contains 2003 model year data for all sections.
- **Jaguar US:** Now contains 2003 model year data for all sections.
- **KIA:** SPIII ATF has been added to applicable models and operations. Revised labor times have been added to the product.
- **Nissan US:** Four new operations have been added to the product: Pads, Brake (Front) - Replace and Resurface Rotors On-Vehicle; Pads, Brake (Rear) - Replace and Resurface Rotors On-Vehicle; Rotors, Brake (Front) - Resurface On-Vehicle; and Rotors, Brake (Rear) - Resurface On-Vehicle.
- **Nissan Canada:** – Four new operations have been added to the product: Pads, Brake (Front) - Replace and Resurface Rotors On-Vehicle; Pads, Brake (Rear) - Replace and Resurface Rotors On-Vehicle; Rotors, Brake (Front) - Resurface On-Vehicle; and Rotors, Brake (Rear) - Resurface On-Vehicle.
- **VW US:** Service Menus and Maintenance sections now contain 2004 model year data. Internal and Retail Accessories sections now contain 2004 model year data for all models except Touareg.
- **VW Canada:** Service Menus and Maintenance sections now contain 2004 model year data. Internal and Retail Accessories sections now contain 2004 model year data for all models except Touareg.

**Client Services Support 1-800-523-8477, option 5**

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