

Attach to job card and correctly complete each step.

<p><b>Step 1 - Initial inspection (10 mins max - free)</b></p> <p>Service advisor or technician performs initial inspections and:</p> <ul style="list-style-type: none"> <li>• Confirms customer complaint and potential issues and records on job card</li> <li>• Determines diagnostic level (see below)</li> <li>• Explains to customer proposed diagnostics or repair procedure</li> <li>• Gains financial commitment from customer</li> </ul>	
<p><b>Diagnostic level</b> (Circle most appropriate)</p> <ul style="list-style-type: none"> <li>• Level A – Minor diagnostic (completed on the spot)</li> <li>• Level B – Major diagnostic - Test drive, visual inspection, scan tool to retrieve DTCs, check live data, research and report, 60min, \$110 incl GST (vehicle left or booked in for inspection)</li> </ul>	
<p><b>Step 2 - Instructing technicians</b></p> <p>Service advisor informs technician both written and verbally:</p> <ul style="list-style-type: none"> <li>• Customer complaints</li> <li>• Potential vehicle issues</li> <li>• Time commitment</li> </ul>	
<p><b>Step 3 - Inspection and testing of vehicle</b></p> <p>Technician performs inspection and notes on the job card:</p> <ul style="list-style-type: none"> <li>• Records work performed and results</li> <li>• Records proposed further repair or testing/diagnostics required</li> </ul>	
<p><b>Step 4 - Reporting inspection and testing results</b></p> <p>Technician informs the service advisor both written and verbally:</p> <ul style="list-style-type: none"> <li>• Test performed and results achieved</li> <li>• Repairs or further testing/diagnostics required</li> <li>• Options and potential customer queries</li> </ul>	
<p><b>Step 5 - Communicating results to customer</b></p> <p>Service advisor informs customer:</p> <ul style="list-style-type: none"> <li>• Diagnostic results</li> <li>• Repairs or further testing/diagnostics required</li> <li>• Timeframe for repairs or further testing/diagnostics required</li> <li>• Costs for repairs or further testing/diagnostics required</li> </ul>	
<p><b>Step 6 – Job completion/invoicing</b></p> <p>Service advisor informs customer:</p> <ul style="list-style-type: none"> <li>• Vehicle repairs performed or problems highlighted in a well laid out and detailed invoice</li> <li>• Where appropriate, show any replaced parts, test results or photos to add value</li> </ul>	