

# Williams Group

## Aftersales Emergency Operational Process

### For our customers

#### Purpose

To carry out service and repair work for the emergency services, key workers and any customers in urgent need, whilst ensuring we adhere to the government guidelines on social distancing at all times and without exception. All processes **MUST** be strictly adhered to for the safety of both our staff and customers.

#### Objective

To provide customers with a safe environment to leave and collect their car from our retail centre with the minimum of risk.

#### Customer Arrival

- Customers shall enter service reception through the showroom where applicable.
- You shall receive a pre-call 48 hours prior to your appointment and we will confirm the customer arrival process.
- Only one customer will be allowed into the showroom at any one time.
- During the check in process, you must obey the required 2 metre social distancing rule.
- On completion of the customer check in process, you will be escorted to the customer exit and will be given a specific return time for collecting your car. It is important that you adhere to this collection time or call us if you are unable to make it on time. If you have no option but to stay on site you will be required to wait in one of our customer areas ensuring you observe the 2 metre distancing rules at all times.
- Please note that we are unable to offer our usual levels of service and the following restrictions apply.
  1. Your car will not be washed or vacuumed to limit the number of physical contacts we have with it.
  2. We are unable to accept cash as a payment method, only card payment will be accepted.
  3. We will not be providing refreshments including tea/coffee.
  4. No courtesy vehicles can be provided.

## **Customer Arrival With Drive Through Facility.**

- All three Drive Through door markers will be set to a RED X and vehicle entry will be controlled by a member of staff.
- You shall receive a pre-call 48 hours prior to your appointment and we shall confirm the customer arrival process.
- Only one car will be allowed in the Drive Through at any one time
- Our staff will be wearing protective gloves during the handover process.
- During your time with us you **must** observe the 2 metre (6 feet) distancing rule at all times
- On completion of the customer check in process, you will be escorted to the customer exit and will be given a specific return time for collecting your car. It is important that you adhere to this collection time or call us if you are unable to make it on time. If you have no option but to stay on site you will be required to wait in one of our customer areas ensuring you observe the 2 metre distancing rules at all times.
- Please note that we are unable to offer our usual levels of service and the following restrictions apply.
  1. Your car will not be washed or vacuumed to limit the number of physical contacts we have with it.
  2. We are unable to accept cash as a payment method, only card payment will be accepted.
  3. We will not be providing refreshments including tea/coffee.
  4. No courtesy vehicles can be provided.

## **Customer Collection**

- You shall receive a call confirming that your vehicle is ready for collection together with a full explanation of the work carried out to your vehicle and the amount chargeable
- We shall agree a convenient collection time with you.
- We are unable to accept cash as a payment method, only card payment will be accepted.
- Payment can be made over the phone or by card transaction only, No cash.
- If payment is being made by chip and pin, sanitiser and gloves are provided.
- Your vehicle will be parked in a designated parking spot ready for collection.
- We will ensure that the Air Con System has been disinfected Free of Charge, and have wiped down those areas of the car that we may have touched prior to handing it back to you.
- Please help us observe the 2 metre social distancing rule at all times and without exception.
- Please use the hand sanitisers provided.
- Be respectful of our staff that are working in challenging times.
- All vehicles shall have their Air conditioning system disinfected, Free of charge by Williams.

The above processes are for your protection, safety and wellbeing.

If you have any issues or concerns, it is important that is brought to the attention a member of our management team as soon as possible.

Thank you for helping us to keep everyone safe.

The Williams Team