

**Retail Store**

**3:00 Protocol**

**Purpose: To ensure our end of day runs smooth and we start our next day smooth.**

* 3:00PM Store Manager and Service Manager are to review current progress in service department.
* Contact **ALL** customers with updates on progress
* Adjust the following days schedules based on current progress
* Remove/add hours on shop schedule as needed
* Verify and pull all parts for next day appointments.
* Contact following day customers to verify appointment.