**Service Manager Absence Procedures**

It has come to my attention that there may be an issue in stores that should be addressed. This is regarding days when the Service Manager/ Foreman is out, and the processing of paperwork when releasing vehicles and assigning responsibility in the computerized “checkout”.

There should be in every shop a trustee, lead tech, or someone appointed as the responsible person in the service department whenever the SM is out. That person should be trained on how to do a drop zone, road test appropriate to the services performed, and how to do the Pre Delivery Inspection form that goes along with drop zoning a vehicle. On the days that the SM is out for any reason, that person will be responsible for the completion of vehicles through the drop zone and reporting to the management team any issues or areas of concern about a vehicle so the information can go on the final invoice. It will be the salesman’s responsibility to see that during the checkout procedure that the appointed responsible person’s number is in the drop zone and lug nut blanks.

In other words if your SM is off, he could not have done a drop zone, so why would his number be there in ISIS blanks for checking lug nuts and drop zone? Make sure that we are documenting this properly.

Your continued cooperation is appreciated, and your service department will get better with additional responsibility for what they do too. More accountability = better customer service!

If you have any questions, feel free to call Ethan Powell, John Mawk, or Mark Allen.