**A1 Wokingham Car Spares**

 **Ensure**

 **all necessary**

 **PPE**

**is worn at all times**

Continuously look for pedestrians, forklifts and hazards.

Customer calls process

Phone rings

Free sales desk administrator to answer phone

1. Vehicle
2. Year
3. Part
4. Etc…

Customer requests part

Note

Do you have the part?

No

Yes

Unsure

Tell customer

1. Come in and take off the vehicle
2. Pay for services and send or collect

Take customers phone details and tell them that you will call them back

Radio yard personal with details and await response

Do you have part?

No

Yes

Done

Phone back and give advice on when or if it will be in stock

Give options (same as listed above)

Come in and take off

Done

Take off

Put on job list with collection/dispatch time

Done