



REPAIR ORDER BASICS

S H A W

The standard for dealership training.



SHAW

DEALER TRAINING GROUP

EXPRESS - 800 SERIES

Steve Shaw

424-237-4973

hello@shawdealertraininggroup.com

shawdealertraininggroup.com

THIS WORKBOOK BELONGS TO

Write it down. What you write, you remember. What you remember, you use.

THE BIG IDEA

801

How to write a repair order — the right way, every time.

**A repair order isn't paperwork.
It's a legal contract — and a first impression.**

NOTES:



THE REPAIR ORDER

801

Where every visit begins — and what every RO must contain.

THE REPAIR ORDER IS: _____

THE REPAIR ORDER MUST INCLUDE:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____



CUSTOMER INFORMATION

Capture it completely — and confirm how they want to hear from us.

Name (first & last)

Address

Phone number

Email address

Best contact number

Preferred contact — text, email, or call?

NOTES:



VEHICLE INFORMATION

Get the vehicle right — every field, every time.

Year

Make

Model

Mileage

VIN number

License plate

Color

NOTES:



HISTORY REVIEW

801

Check the vehicle's history before you write the RO.

1.

2.

3.

4.

5.

NOTES:



PRIMARY CONCERNS

The three C's — and the words that go on every line.



COMPLAINT

What the customer says is wrong



CAUSE

What the technician finds



CORRECTION

What we did to fix it

Every line begins: “Customer states...” or “Customer requests...”

NOTES:



DRIVEWAY PROCESS

801

Set the next steps — and make the promise.

■ NEXT STEPS — W\$W

W

What's going to
happen?

\$

How much will it
cost?

W

When will it happen?

■ DOCUMENT THE NEXT STEPS

1.

2.

3.

ESTABLISH THE PROMISED TIME:

■ NOTES:



RO BASICS

801

Completing the repair order.

| ADD ADDITIONAL LINES

| ADD MULTI-POINT INSPECTION LINE — MPI (PRELOAD)

| SERVICE ADVISOR REVIEW



DEALERSHIP AMENITIES

Present the experience — and commit to a time.

PREMIUM AMENITIES — ADVISE THE CUSTOMER

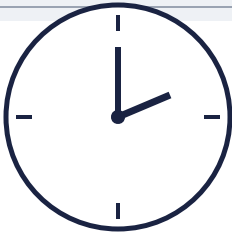
1.

2.

3.

4.

5.



MAKE A TIME COMMITMENT

STATUS UPDATE



CUSTOMER & SHOP COMMUNICATION

Keep the customer informed — all the way through completion.

| SET THE PROMISE TIME

| UPDATE THE CUSTOMER REGULARLY

| MULTI-POINT INSPECTION REVIEW

| VEHICLE COMPLETE

DELIVERY PROCESS

Finish strong — and set up the next visit.

| FINALIZE RO DOCUMENTATION

| ESTABLISH THE NEXT APPOINTMENT

| DISCUSS CSI

| COLLECT PAYMENT

| FINAL WALK-AROUND

| AT THE VEHICLE — SOCIAL-MEDIA REVIEW

RETENTION

801

Earn the next visit — and the perfect survey.

THANK YOU

| C S I — THE SURVEY WORD TRACK

Set it up

Why it matters

Be on the lookout

Define a failure

Ask for the commitment

| SOCIAL-MEDIA REVIEW

Redirect the thanks

Where to review

Mention me by name



TODAY'S SECRET CODE:

NOTES:

[illegible]



KEEP GOING.

Express is only one piece of a complete Fixed Ops process. For more on Express — or training for any other area of your dealership — connect with the Shaw Dealer Training Group.

SHAW DEALER TRAINING GROUP

shawdealertraininggroup.com

hello@shawdealertraininggroup.com

(424) 237-4973

Steve Shaw · Founder, Shaw Dealer Training Group

A Shaw University course.



shawdealertraininggroup.com

(424) 237-4973 - Founded by Steve Shaw