Summer Project

Assignment:

Visit two automotive repair shops (either independent repair shops, dealer/fleet franchise, or a combination of the two).

For each shop:

- Find out what type of service literature information they use (ie: Shop Key, Chilton, All Data, etc.)

- What type of scanners do they use (brand/model)?

- How many cars are repaired per day (average)?

- How many cars need to have a scanner used (average)?

- What is the process used when a customer brings in a car? Include the step-by-step process from the moment the customer is introduced through the time that the customer picks up the finished car.

  For example:

  Who greets the customer?

  At a dealer:
  Maybe it's a front desk associate, "greeter", service writer, cashier, etc.

  At an independent shop:
  Maybe it's the manager, owner, etc.

- What is the paper process?

- If you visit a dealer:

  Do they use designated testing equipment and resources?

  Do they need to change for 2017?