



Oil Changer Responsibilities

Employee responsibilities checklist

Following is a checklist of responsibilities for Oil Changers.

Greets customers within 10 seconds.

Presents customers with service options and recommendations.

Informs the customer about current promotions or bundled service offers.

Enters customer name, vehicle information, and requested service on work order.

Provides phone-in customers with:

Directions to store

Store hours

Service cost information

Customer references

Provides in-store customers with: A copy of their work invoice Processes payment

Thanks the customer and asks for their repeat business





OF4622 is also a:

OF4615 - Tall OF4622

OF4459 - Fat OF4622

Other Brands:

PH6607 - FRAM OF4622

S6607 - STP OF4622

OF2222 is also a:

OF4651 - Fat OF2222

OF2500 - Tall OF2222

OF48 - Heavier OF2222

Other Brands:

PH10060 - FRAM OF2222

S0060 - STP OF2222

OF241 is also a:

OF4670 - Fat OF241

OF257 - Heavier OF241

Other Brands:

S3614 - STP OF241

OF4477 is also a:

OF4967 - Smaller OF4477

Other Brands:

PH2951 - Fram OF4477

S2951 - STP OF4477

OF4006 is also a:

Other Brands:

S3506 - STP OF4006

OF111 is also a:

Other Brands:

S3387 - STP OF111



The Following guidelines should be laminated and placed near each phone in the Costa Oil Kiosk.

Telephone Answering Procedures Guide

Guidelines for answering the phone:

Answer the telephone before the third ring.

Always smile because the person can hear the smile in your voice.

Start by thanking the customer for calling (name your location) Costa Oil.

Give your first name.

Ask the customer how you may help them.

- Describe the service then give the price. For Costa Oil Change, give the complete list.
- Speak clearly and distinctly and slowly enough to be understood.
- Listen courteously to the customer and do not interrupt.
- Answer the customer's questions completely.
- Give a good time estimate if asked.
- Ask if they need directions and end with the hours the store is open

Asking the caller to hold

Always ask for the customer's permission to place them on hold.

Describe what you will do so the customer will understand why you have put them on hold.

Never leave a customer on hold for more than a minute with letting the customer know you remember they're holding.

If the customer can't hold, immediately ask for their phone number so you can call them back with the answer to their question.

Handling a Customer Complaint Call

- Remain calm and do not become angry.
- Allow the customer to explain.

Listen to the explanation and don't interrupt.

To communicate respect, address the person as Mr. or Ms. and the last name if known. If not, address the person as Sir or Ma'am.

State that you understand the situation and apologize for the inconvenience.

Transfer the customer to a manager as soon as you can.

Before you transfer the call, tell your manager what the customer said so they don't need to repeat it.

Telephone Answering Procedures Guide

Sample Call

ALWAYS answer before the 3rd ring!

Speak slowly enough to be completely understood

Good morning. Thank you for calling Costa Oil's home of the 10 Minute Oil Change on {your location.} This is {first name} speaking. How may I help you?"

Question: How much does it cost to get my car's oil changed? Answer: What kind of vehicle do you have?





Our Costa Oil Change includes:

Changing the oil with up to five quarts of top quality motor oil,
Replacing the oil filter with a top quality oil filter,
Inspecting the brake fluid,
Inspect the condition of the belts,
Inspect the wiper blades,
Inspect the level of coolant in the reservoir,
Perform a light check and a service review, to include the air filtration system and the vehicle manufacturer's severe service recommendations based upon the vehicle's current mileage,
Check and if necessary, fill the battery water,
Check and if necessary, fill the power steering fluid,
Check and if necessary, fill the window washer fluid,
Check and if necessary, fill the transmission fluid,
Check and if necessary, fill the differential fluid,
If necessary, lubricate the chassis,
Vacuum the interior floors,
Clean the exterior windows,
Set the tires to the proper inflation.
Our Costa Oil Change is only {\$XXX on a 2 wheel drive} {\$XXX on a 4 wheel drive.} We can complete the service in about ten minutes. No appointment is necessary.

Our hours are Monday – (Add your hours of operation.) Do you know how to get to our Costa Oil Kiosk?"
{Give location.}

{Mention if you are having a promotion – For example, if you visit us before the end of the month, you will receive a coupon book and can sign up for Rewards.

Thank you for calling Costa Oil. My name is {first name} and I look forward to seeing you soon."





Prospect interviewing

Remember to follow these guidelines when interviewing applicants.

When you want to use one of the training segments to train an employee, follow these steps:

1. Try to put the applicant at ease.
2. Never ask any questions that leave only yes or no answers as options.
3. Asking open ended questions gives you an opportunity to check communication skills.
4. Does the applicant make eye contact?
5. Are they nervous?
6. Is the applicant concerned about good work habits, being timely?
7. Is the applicant goal oriented?
8. Does the applicant have a desire to learn and improve himself or herself?
9. Be careful not to ask any personal questions such as marital status, political or religious affiliation.

Here are some suggested questions that can help you identify the best prospects for your Costa Oil Kiosk.

1. Tell me more about yourself.
2. Why would you like to work here?
3. What does good customer service mean to you?
4. Give me an example of a time when you had an emergency and what your response was.
5. Give me an example of a time when you disagreed with someone and what you did about it.
6. What is your ideal job?





Customer Reply Scripts

Common questions

Q. How much are your oil changes?

Suggested responses:

A. (For established store) Hello, our base prices for oil changes are \$39.95 and \$79.95 for a full synthetic oil change. This includes 5 quarts and a spin on oil filter. We regularly have coupons and specials on different social media platforms so keep an eye out.

A. (For newer store) Hello, our base prices for oil changes are \$39.95 and \$79.95 for a full synthetic oil change. If you show this message to the manager on duty, we can get you out the door for under \$35 for a regular oil change, and \$59.95 for a full synthetic, please be sure to show this message to the manager before the service.

Q. What services do you offer?

A. We are an oil change only business. Our focus is on convenience and customer service. There are no appointments so come in whenever is most convenient for you.

Q. How Much would it be if I brought my own oil?

A. Thanks for your questions, we do offer bring your own oil pricing at all of our locations. Our price for this is \$19.99 plus our \$3 shop fee.

Common objections

Q. I can get the same service at XYZ Auto for XYZ dollars

A. (If the dollar amount is reasonable) Hello, please show this message to the manager on duty and we will match that price for you. Make sure that you show this before the service is performed. Thank you!

A. (If the dollar amount is unreasonable) Hello! That is an incredibly good price, and not one we can match. Sorry for any convenience, have a great rest of your week.

Q. Your prices are very reasonably priced compared to others in the area. Are the prices you quoted firm before taxes? Do you charge me a fee to use a debit or credit card?

A. Thank you for saying and asking don't. No we don't have hidden fees, we won't try to sell you on items you don't need. You won't pay extra for using a credit or debit card. We have built a reputation for fairly priced and efficiency based on good customer service and professionalism. When you treat people the right way, we know they will be back and tell family and friends.

Q. How do we get the coupon special?

A. Hello, to get the coupon or special you have seen on social media platforms take a screenshot of said coupon and show it to the manager or tech on duty and they will honor that for you!

Q. How do we make an appointment?

- A.** Hello (Name)! There is no appointment necessary! Just drive on up to the shop, and we will have you in and out in 10 minutes or less. Thank you!