

**COVID-19  
FEB 2021**

**WEST END GARAGE**

## **SERVICE & MOT BEST PRACTICE**

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1. **ON ARRIVAL OUR SERVICE ADVISOR WILL GREET YOU RESPECTING SOCIAL DISTANCING MEASURES AT THE MAIN ENTRANCE**
2. **SERVICE ADVISOR WILL TAKE YOUR KEY, SANITISE AND TAG THE KEY (IF KEYLESS, KEY WILL BE TAGGED AND PLACED INTO A SEALED BAG)**
3. **YOUR CAR WILL BE CHECKED IN. ALL TOUCH POINTS WIPED DOWN, A SEAT COVER AND FLOOR MAT WILL BE USED AND THE WINDOWS WILL BE OPENED TO ALLOW FRESH AIR INTO THE CABIN (WEATHER PERMITTING)**
4. **OUR TECHNICIAN WILL CARRY OUT THE SERVICE AND OR MOT TEST AS REQUIRED**
5. **OUR SERVICE WASH WILL THEN BE CARRIED OUT. THE INTERIOR MATS WILL BE LIGHTLY VACUUMED AND ALL TOUCH POINTS WILL BE WIPED DOWN. SEAT COVER AND FLOOR MAT TO BE REMOVED. KEY WILL BE WIPED AND GIVEN BACK TO SERVICE ADVISOR IN SEALED BAG**
6. **OUR SERVICE ADVISOR WILL COMPLETE THE PAPERWORK AND STAMP SERVICE BOOK EITHER WEARING GLOVES OR WITH SANITISED HANDS**
7. **A CONTACTLESS PAYMENT WILL BE REQUESTED**
8. **SERVICE PAPERWORK AND RECEIPT WILL BE PLACED IN THE CAR**

**\* COMPLETELY NON CONTACT DROP OFF/OUT OF HOURS IS AVAILABLE BY POSTING YOUR KEYS THROUGH OUR OUT OF HOURS KEY DROP LOCATED AT THE FRONT OF OUR SHOWROOM \***

**THANK YOU FOR ASSISTING US IN KEEPING EVERYONE SAFE AND WELL**

***"CHANGING TIMES – SAME AWARD WINNING SERVICE"***



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