

**COVID-19  
SEP 2020**

**WEST END GARAGE**

## **SERVICE & MOT BEST PRACTICE**

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- 1. ON ARRIVAL WE RECOMMEND THAT ALL CUSTOMERS SANITISE THEIR HANDS AT OUR NEW SANITISING STATION**
- 2. OUR SERVICE ADVISOR WILL GREET YOU RESPECTING SOCIAL DISTANCING MEASURES**
- 3. YOU WILL BE ASKED TO SIGN OUR PRE-WORK AUTHORISATION SHEET AND WE WILL PROVIDE YOU WITH A PRE-SANITISED PEN WHICH YOU MAY KEEP OR YOU MAY USE YOUR PEN**
- 4. PLEASE PLACE YOUR KEY ON THE SERVICE DESK. WE WILL SANITISE AND TAG THE KEY (IF KEYLESS, KEY WILL BE TAGGED AND PLACED INTO A SEALED BAG)**
- 5. 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)**
- 6. OUR TECHNICIAN WILL CARRY OUT THE SERVICE AND MOT TEST AS REQUIRED**
- 7. OUR SERVICE WASH WILL THEN BE CARRIED OUT. THE INTERIOR WILL BE VACUUMED AND ALL TOUCH PINTS WILL BE WIPED DOWN BEFORE PARKING CAR UP. SEAT COVER AND FLOOR MAT TO BE REMOVED. KEY WILL BE WIPED AND GIVEN BACK TO RECEPTION IN SEALED BAG**
- 8. OUR SERVICE ADVISOR WILL COMPLETE THE PAPERWORK AND STAMP SERVICE BOOK EITHER WEARING GLOVES OR WITH SANITISED HANDS**
- 9. A CONTACTLESS PAYMENT WILL BE REQUESTED WHEREVER POSSIBLE. THE CARD MACHINE WILL BE SANITISED WITH A WIPE BEFORE AND AFTER EACH USAGE**
- 10. PAPERWORK, RECEIPT AND KEY WILL BE RETURNED**

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