

Secure business and stay safe

Contactless Servicing & Repairs

Offering a “contactless” product or service is increasingly important for all businesses these days, including workshops. By offering contactless repairs to your customers, you can keep vehicles coming in and out while maintaining a safe work environment.

Here’s a few ideas you can try to reduce customer contact while you secure business.

Offer a Vehicle Pick Up/Drop Off Service



Customers are much more likely to book a service if they don’t have to leave their home.

Electronic Invoices



Invoices and worksheets should be emailed. Reducing the number of items both employees and customers need to exchange.

Key Drop Options

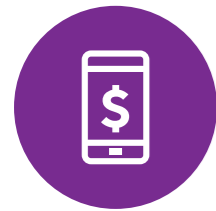


If you can offer a pickup/drop off service, call before you arrive to arrange a safe place to collect/leave the keys.



Or if you can’t pick the vehicle up, ask your customers to leave their keys in a lock box or secure mail slot. You can make your own lock box with a simple combination padlock. Just provide the combination to your customer to leave/collect their keys.

Contactless Payment



Process credit/debit card payments over the phone. Apps such as PayPal and Square can help you do this if you don’t already have the capability.



Request customers pay you via direct bank transfer

Or if remote payments are not possible



Use PayWave being careful not to touch the customer’s card

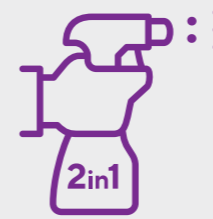


Provide hand sanitizer for the customer to use before entering their PIN.

Make your customers aware of any guidelines prior to their arrival and with signage in reception.

Car Hygiene & Sanitation

Cleaning Products



• If possible, use a cleaning fluid that is a combined detergent/disinfectant (2-in-1 clean) that won’t damage vehicle surfaces.

Alternatively, you can clean/disinfect separately but this will take more time.



• You should provide disposable gloves to be worn by staff when sanitizing.

Alcohol based hand sanitizer should be applied before and after wearing/removing gloves



• Seat covers should be used before sitting in the vehicle

• Make sure the air conditioning is set to ‘fresh air’



Staff are most at risk when cleaning the cars at pickup. Ensure all staff follow all safety protocol and are careful not to touch their own face.

Be Seen to be Clean

For staff safety and your customer’s peace of mind we recommend disinfecting the car at pickup and drop off. If your customer sees all high touch surfaces being cleaned before it is collected and when it is returned, they will be more likely to recommend your services to friends and family.



High Contact Surfaces to Clean

High contact surfaces in customer vehicles you should clean include:

- Door handles (exterior and interior)
- Steering wheel (including buttons)
- Centre console
- Gear shifter/selector (dial or handle)
- Park brake handle
- Radio/HVAC areas
- Touchscreen
- Ignition button
- Driver’s door armrest
- Window/seat/mirror controls
- Rear view mirror
- Seatbelt buckle and anchor
- Rear boot lid tailgate button/handle
- Bonnet and latch
- Fuel door
- Key fob

High contact surfaces in the workshop you should clean include:

- Reception counter and areas
- Computer equipment
- Tools (avoid sharing)
- Doors
- Kitchen equipment
- All other common areas



Advertise the Steps You’re Taking

You can’t put your customers’ minds at ease if they don’t know what you’re doing to keep them safe.

Make sure you let them know the following in any promotional messages:

- What are you doing to offer contactless servicing? (i.e. pickup/drop off and payment options)
- How you are sanitizing cars? What are you using to clean high touch areas?
- What other steps have you taken to keep customers and staff safe?

Low/no cost advertising options available to you includes:

- Social media posts
- Email
- SMS/text messages

To help Members secure more business, Capricorn has created a number of advertising templates you can download now from theworkshop.capricorn.coop



Value of Cleanliness

Your customers are still reliant on their vehicles for all their essential travel such as shopping, which can lead to the transfer of germs and bacteria inside their cars. So remember, offering to sanitise a customer’s car is a valuable service and one you may choose to charge for.