



Auto Repair Shop Customer Service Checklist Template

Greeting & Initial Contact

Ensuring a positive first impression and gathering initial customer needs.

Time of Customer Arrival

Greeting Method

- ☐ In-Person
- ☐ Phone
- ☐ Online Form

Customer Name

Write something...

Vehicle Year, Make, and Model

Write something...

Initial Contact Personality

- ☐ Friendly & Welcoming
- ☐ Professional & Efficient
- ☐ Other