



Script Guideline for Verbal Customer or On-Site Visitor Enquiries

Yes, we are a permitted industry under the Chief Health Officer's direction:

“Automotive, machinery and equipment repair and [critical] maintenance are permitted to operate where providing support to a permitted service or industry or where required to maintain the health and safety of Victorians at home or at work”

Under these restrictions we are unable to do a routine service, however we *are* able to conduct a repair or address a critical maintenance issue.

If the customer requests a repair or critical maintenance, ask the following questions:

- Do you use your car for any of the following reasons:
 - ✓ Essential services?
 - ✓ Medical care?
 - ✓ Care of others?
 - ✓ Are you a frontline health worker?

Or;

- Are you concerned about your safety when using this vehicle?

If Yes;

- ✓ Book the car in if it is a repair or a critical maintenance issue and inform the customer of COVID-19 precautions your business is undertaking, including contactless key exchange, no premise access and contactless payment.
- ✓ Schedule a routine service for after Stage 4 lockdown (14 September)

Check the Customer's Address

- Is your home more than 5 kilometres away?

If yes,

- Is there a workshop closer to home?

If there is not,

- ✓ Download a [customer travel form](#) and complete for the car owner to have with them on the day of their appointment