



245

**ACTIVE DELIVERY
PROCESS**

STEVE SHAW UNIVERSITY

esv

VEHICLE COMPLETE

CAR?

PARK?

KEYS?

TECH?

ASM?

RO?

VALET?

WHAT'S NEXT?



REUNITE CUSTOMER WITH CAR

WHY?

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____
- 10 _____

GOAL



TRANSPARENCY

EMPATHY



CUSTOMER EXPECTATIONS

MEET

1

2

3

4

5

EXCEED

1

2

3

4

5

BELOW

1

2

3

4

5



PROCESS

TECH

1

2

3

4

5

6

7

8

9

10



PROCESS

ASM

1

2

3

4

5

6

7

8

9

10



PROCESS

CAR

KEY

RO



YOUR DELIVERY

1

2

3

4

5

6

7

8

9

10



CSI STATEMENT

5 COMPONENTS OF CSI STATEMENT

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____



YOUR CSI STATEMENT



FINAL WALK AROUND





SOCIAL MEDIA REVIEW

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____



YOUR SOCIAL MEDIA REVIEW



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