



245

**ACTIVE DELIVERY  
PROCESS**

**STEVE SHAW UNIVERSITY**



esv



# VEHICLE COMPLETE

**CAR?**

**PARK?**

**KEYS?**

**TECH?**

**ASM?**

**RO?**

**VALET?**

**WHAT'S NEXT?**

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# REUNITE CUSTOMER WITH CAR

## WHY?

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 \_\_\_\_\_

## GOAL

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# TRANSPARENCY

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# EMPATHY

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# CUSTOMER EXPECTATIONS

## MEET

1

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2

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3

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4

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## EXCEED

1

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2

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3

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4

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5

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## BELOW

1

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2

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3

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4

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5

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# PROCESS

## TECH

1

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2

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3

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4

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5

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6

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7

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8

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9

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# PROCESS

## ASM

1

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2

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# PROCESS

**CAR**

**KEY**

**RO**

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# YOUR DELIVERY

**1**

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**2**

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**3**

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**4**

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**5**

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**6**

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**7**

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**8**

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**9**

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**10**

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# CSI STATEMENT

## 5 COMPONENTS OF CSI STATEMENT

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_



# YOUR CSI STATEMENT

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# FINAL WALK AROUND



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# SOCIAL MEDIA REVIEW

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_



# YOUR SOCIAL MEDIA REVIEW

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# CONTACT

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