**Daily Checklist for Dealership Service Writers**

“To keep a customer demands as much skill as to win one.”


# Daily:

* Review and prep for current day drop-offs and pick-ups
* Respond to any messages received the prior day
* Review open Work Orders
* Confirm parts ETAs
* Confirm labor scheduled dates
* Revise promised dates as needed
* Provide status updates to on-lot customers
* Enter new Work Orders for the day
* Confirm next day appointments
* Check warranty ROs for any issues
* Close completed ROs
* Reach out to existing customers about upsell opportunities like sales promotions and preventative maintenance

**Service More Units and Speed Up Your Repair Event Cycle Time with IDS ServiceCRM**

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Ready to close Work Orders faster, improve customer communications, and increase the number of

 units serviced at your shop each day?

Learn more at [**www.ids-astra.com/service360**](http://www.ids-astra.com/service360) or reach out at **1-800-962-7872** or **support@ids-astra.com**