

Vehicle Reception & Delivery Checklist

Automobile Dealership & Workshop Industry

CRITICAL – CUSTOMER INTERACTION & JOB CARD PROCESS

Service advisor greets and attends customer within standard response time.

☐ Yes☐ No☐ NA

Service advisor prepares job card with all necessary vehicle and customer details.

☐ Yes☐ No☐ NA

Job card includes clear description of customer complaints and observations.

☐ Yes☐ No☐ NA

Job card number and booking ID tagged to vehicle for easy tracking.

☐ Yes☐ No☐ NA

Copy of job card and estimate shared with customer before starting work.

☐ Yes☐ No☐ NA

Service estimate covers parts, labor, and taxes transparently.

☐ Yes☐ No☐ NA

Service advisor explains expected delivery date and time clearly.

☐ Yes☐ No☐ NA

CUSTOMER DELIVERY PROCESS

Customer notified about vehicle readiness via call or SMS.

Yes

No

NA

Customer invoice reviewed and explained in detail before payment.

Yes

No

NA

Service advisor walks customer through completed work and replaced parts.

Yes

No

NA

Customer satisfaction checklist filled and signed during vehicle delivery.

Yes

No

NA

Vehicle delivered in clean and presentable condition.

Yes

No

NA

Customer copy of invoice, job card, and feedback form provided.

Yes

No

NA

Vehicle parked safely at delivery area with ignition off.

Yes

No

NA

FEEDBACK & CONTINUOUS IMPROVEMENT

Customer complaints tracked through CRM system.

Yes

No

NA

Customer satisfaction scores monitored and reviewed monthly.

☐ Yes☐ No☐ NA

Repeat complaint vehicles analyzed for root cause and retraining.

☐ Yes☐ No☐ NA

Vehicle delivery time adherence report reviewed weekly.

☐ Yes☐ No☐ NA

Service advisor performance reviewed based on feedback and delivery quality.

☐ Yes☐ No☐ NA

OPERATIONAL – VEHICLE MOVEMENT & HANDOVER TO WORKSHOP

Vehicle movement from reception to bay supervised by authorized staff.

☐ Yes☐ No☐ NA

Floor mats, seat covers, and steering covers used before any work begins.

☐ Yes☐ No☐ NA

Vehicle parked safely in service bay with handbrake applied.

☐ Yes☐ No☐ NA

Vehicle keys tagged with job card number and stored securely.

☐ Yes☐ No☐ NA

Customer informed about additional findings or parts requirements.

☐ Yes☐ No☐ NA

QUALITY – PRE-DELIVERY INSPECTION (PDI)

Vehicle washed and cleaned thoroughly after service completion.

☐ Yes☐ No☐ NA

Technician test drives the vehicle post-repair to verify performance.

☐ Yes☐ No☐ NA

All customer complaints listed on job card resolved before delivery.

☐ Yes☐ No☐ NA

No oil, grease, or fingerprints inside vehicle cabin after service.

☐ Yes☐ No☐ NA

Underbody and wheel torques checked before releasing the vehicle.

☐ Yes☐ No☐ NA

Service checklist signed by technician and verified by supervisor.

☐ Yes☐ No☐ NA

SAFETY & DOCUMENTATION

Test drive conducted by authorized personnel with valid license.

☐ Yes☐ No☐ NA

All customer documents (RC, insurance, warranty) returned post-delivery.

☐ Yes☐ No☐ NA

Customer signature obtained on delivery acknowledgement form.

Yes

No

NA

Customer data and vehicle information handled confidentially.

Yes

No

NA

CCTV covers reception and delivery areas for transparency.

Yes

No

NA

SUPER CRITICAL – VEHICLE RECEPTION & INITIAL INSPECTION

Reception area is clean, organized, and clearly designated for customer vehicles.

Yes

No

NA

Vehicle is inspected for external damage, scratches, and dents at the time of receipt.

Yes

No

NA

Vehicle number plate, VIN, and model details verified during intake.

Yes

No

NA

Personal belongings and valuables checked and listed before taking custody.

Yes

No

NA

Fuel level and odometer reading recorded before handing over to workshop.

Yes

No

NA