

Customer Area & Showroom Maintenance Checklist

Automobile Dealership & Workshop Industry

BRANDING & SIGNAGE

OEM branding and logo signage clean and properly illuminated.

☐ Yes☐ No

Posters, standees, and marketing materials are current and approved.

☐ Yes☐ No

Directional signs (Reception, Lounge, Finance, Washroom) visible and readable.

☐ Yes☐ No

Reception desk displays dealership name, OEM logo, and business hours.

☐ Yes☐ No

Sales advisor nameplates visible and professional.

☐ Yes☐ No

CUSTOMER COMFORT & EXPERIENCE

Ambient music or infotainment volume maintained at comfortable level.

☐ Yes☐ No

Temperature, lighting, and aroma levels checked hourly.

☐ Yes☐ No

Customer waiting time for assistance <5 minutes.

Yes

No

Feedback kiosk or physical forms available near exit.

Yes

No

Customer complaints recorded and acknowledged within 24 hours.

Yes

No

CUSTOMER RECEPTION & INTERACTION AREA

Reception counter neat, organized, and free of clutter.

Yes

No

Receptionist greets customers within 30 seconds of entry.

Yes

No

Customer seating area clean, with sufficient chairs and tables.

Yes

No

Drinking water and refreshments available for customers.

Yes

No

Customer lounge equipped with reading materials or digital displays.

Yes

No

Free Wi-Fi available and accessible to visitors.

Yes

No

Customer washrooms clean, sanitized, and equipped with soap and tissues.

Yes

No

HOUSEKEEPING & WASTE MANAGEMENT

Housekeeping staff follow cleaning SOPs for floor, glass, and seating areas.

Yes

No

Trash bins available and emptied regularly.

Yes

No

Cleaning chemicals and equipment stored in designated area.

Yes

No

No visible cobwebs, stains, or insects inside showroom.

Yes

No

Pest control done monthly by approved vendor.

Yes

No

INSPECTION & DOCUMENTATION

Showroom cleanliness and ambiance checklist verified daily by supervisor.

Yes

No

LIGHTING & ELECTRICALS

Showroom lighting bright, uniform, and flicker-free.

Yes

No

All lights, bulbs, and spotlights functional.

Yes

No

Emergency and exit lights operational and checked monthly.

Yes

No

Cables, power sockets, and plugs neatly arranged and secured.

Yes

No

Electrical load tested periodically to prevent overload.

Yes

No

SHOWROOM CLEANLINESS & AMBIENCE

Showroom floor clean, polished, and free from dust or stains.

Yes

No

Glass doors, partitions, and windows spotless and streak-free.

Yes

No

Entrance mat and reception area maintained clean throughout the day.

Yes

No

Air-conditioning functional and maintaining comfortable temperature (22–25°C).

Yes

No

No unpleasant odors or noise in customer and display zones.

Yes

No

VEHICLE DISPLAY STANDARDS

Display vehicles clean, polished, and scratch-free.

Yes

No

Vehicle tires clean, correctly inflated, and aligned for display.

Yes

No

All display vehicles have valid VIN tags and spec sheets.

Yes

No

Bonnet, trunk, and doors of display vehicles closed properly after demo.

Yes

No

Showroom display layout follows OEM or dealership visual identity guidelines.

Yes

No

Display lights positioned correctly to highlight vehicles evenly.

Yes

No

No temporary stickers, personal items, or old promotional materials on vehicles.

Yes

No