

COVID-19

Keeping you informed.



ARA

CUSTOMER SANITISATION PROTOCOL

All staff members need to adhere to the following sanitisation protocol during customer quotations, check in and vehicle hand over

- 1 All entrance protocols as for staff to be applied.
- 2 All customers must use the pedestrian entrance only.
- 3 All customers should be wearing masks upon arrival. Should that not be the case, please offer the customer a face mask.
- 4 Any customer who refuses to wear a mask should be asked to leave immediately.
- 5 All customers arriving for quotations should preferably remain in their vehicles. Should they wish to exit the vehicle, they must agree to the in-house protocols of sanitisation and distancing. Please explain these to the customer and call management should there be any difficulty experienced with the customer during this procedure.
- 6 Should a customer be shown to the visitors lounge/waiting area, please check that the distancing markers are in place and that seating spacing complies with the regulated 1,5 metre spacing.
- 7 No customers to be allowed into the workshop area at all.
- 8 If a customer has chosen to return home in your courtesy vehicle, please ensure the vehicle has been sanitised after its last trip and ensure only 2/3 customers are placed in a vehicle, depending on the size of the vehicle. All customers and the courtesy vehicle driver must wear face masks.
- 9 When handing over a vehicle please repeat the protocols above.
- 10 After any exchange of cash or credit cards in the sales process, hands must be sanitised immediately.



Your safety is our highest priority



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