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SA	HAVE YOU:
	VERIFIED CUSTOMER ADDRESS + EMAIL / CONTACT PHONE #'S ?
	VERIFIED VEHICLE INFO / TIRE INFO / REMOVED DUPLICATE VEHICLES / CUSTOMERS ?
	PERFORMED VEHICLE INSPECTION / UPDATED CHECKLIST ?
	REVIEWED / REMOVED / UPDATED RECOMMENDED SERVICES ?
	VERIFIED MARKETING --"WHAT BROUGHT YOU IN FOR SERVICE TODAY" ?
	VERIFIED SOURCE CODE VS COUPON ACCURACY (HR PROGRAM --PEPSI, LOCAL BUSINESS, CHAMBER, ETC.)
	UPDATED MILEAGE BEFORE CLOSING REPAIR ORDER ?
	MADE CUSTOMER CALL BACKS TODAY ?

TECH	HAVE YOU:
	ADDRESSED CUSTOMER CONCERN ?
	USED I.A.T.N. / IDENTAFIX / YOU TUBE / GOOGLE TO RESEARCH VEHICLE ISSUE ?
	UPDATED OIL CHANGE STICKER W / CORRECT MILEAGE CHANGE INTERVAL (3K / 4K / 5K) ?
	RESET MAINTENANCE LIGHT / SOFTWARE CORRECTLY ?
	SCAN VEHICLE MONITORS FOR STATUS ?
	ADJUSTED TIRE PRESSURE / INCLUDES SPARE / RESET TPMS ?
	TOPPED OFF WASHER FLUID RESERVOIR ?
	VERIFIED LICENSE PLATE STICKER CURRENT / CLOCK RESET DONE FOR DAYLIGHT SAVINGS?
	CAR WASH BEFORE DELIVERY?
	TEST DRIVEN VEHICLE BEFORE + AFTER SERVICE ?