

Customer Interaction and Professional Presence

Every tow you run is a public performance.

PRE SHIFT

- ☐ Business cards in the truck
- ☐ Clean vehicle, company name visible
- ☐ Vest
- ☐ Condition report forms
- ☐ Coverage information to hand

ON SCENE

- 1 Dispatch notified, time logged
- 2 Card, introduction, names
- 3 What is the concern, what else is it doing
- 4 Walk the condition report, take initials
- 5 Customer clear of danger
- 6 Talk them through each step
- 7 Destination confirmed
- 8 Coverage and out of pocket confirmed
- 9 Seat belt if riding
- 10 Signature, card, anything else I can do

STOP AND CALL IT IN IF

- Customer requests a destination the motor club has not approved. Stop and call it in.
- Customer asks for a diagnosis. Report observations only.
- Customer refuses to acknowledge documented pre existing damage. Escalate before hooking.
- Customer is impaired, hostile, or unwilling to leave the danger zone. Call it in before continuing.