

## AUTOMOTIVE SALES – CARE

Follow all guidelines recommended for **ALL BUSINESSES** and **additionally**:

### PARTS & SERVICE

- Encourage customers to stay in their vehicles during the service check-in process
- Disinfect all touch points within the vehicle upon receiving it from the customer and before delivering the vehicle back to the customer.
- Provide sneeze guards for service advisors, parts advisors and any other dealership employee that must closely interact with customers on a regular basis.
- Ensure that customer waiting areas allow patrons to maintain six feet social distancing guidelines.
- Complete payments electronically and before the customer picks up their vehicles whenever possible.

### AUTO SALES

- Limit the number of employees and customers in the showroom at any one time to 50% of maximum occupancy.
- Arrange showroom vehicles and furniture in a way that allows for at least six feet of social distancing between customers and employees.
- If customers must meet with employees in an enclosed office a sneeze guard will be utilized.
- If a vehicle test drive is required only two persons per vehicle will be allowed. Both occupants must always keep their mask on, and the climate control system operated in the fresh air mode.
- Temperature scans (non-touch) for customers.

#### References:

*NADA Management Series. A Dealer Guide to Safely Operating Your Dealership During a Pandemic. 2020.*