**Customer Name:**

**Customer Address:**

**Customer Vehicle:**

**Oil Type and Filter:**

**Procedure Checklist**

Customer Introduction

* Greet customer with a smile
* Review the work being done today and ensure we do not disturb them:
	+ How will we move/jack the car
	+ When we will touch base with the customer again
	+ **Does the customer have any scheduled event immediately after service?**
	+ Should we knock/ring/call/text when complete?
* Ask customers if they have any questions before beginning
* Gather keys and signature from customer

Pre-Service Inspection

* Circle for Safety
* Inspect the car for unsafe conditions (severe rust underneath, etc.)
* Is car’s inspection up to date?
* If Jacking/ramping car, is the equipment sized for the weight of the vehicle?
* Confirm Oil Type and Amount by checking manual:

Oil Change Procedure

* Chock rear wheels in parked location
* Ramp/Jack Vehicle (if jacking, ensure jack stands are in place)
* If Ramping, move one chock after ramping
* Turn off vehicle
* Open hood and remove oil reservoir cap for flow
* Place drip guard (cardboard) under vehicle
* Under vehicle, remove any coverings necessary to access oil components
* **Ensure you have tools necessary to remove oil filter/housing**
* Using breaker bar/torque wrench, remove oil drain plug
* Drain oil into drain pan until draining comes to a drip
* Remove the filter, drain excess oil
* Replace crush washer (if applicable) and reinstall the drain plug
* Install new filter (hand tight)
* Reinstall any coverings removed prior during service
* In the hood of the vehicle, **confirm the type and amount of oil needed**
* Pour oil into oil reservoir per owner’s manual
* Replace Oil reservoir cap
* Check dip stick
* Clean any splashed oil under the hood and close hood
* Pour used oil from oil pan into empty container and label USED
* Check the amount of oil removed from vehicle and compare to what was poured in
* Clean all components and areas around car
* Remove wheel chock (if ramping)
* Remove vehicle from ramp and turn off car
* Remove wheel chock
* Note the mileage of the vehicle

Post Service Client Meeting

* Greet Customer with a smile
* Review the service completed
* Answer Questions
* Accept Payment
* Provide customer note with when next service is due
* Return keys to customer

By signing below, the customer agrees to the process with materials on the vehicle mentioned above at the listed address and agrees to the latest version of the terms and conditions of Obi’s Oil Change.

**Customer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**