



# **ON-THE-JOB TRAINING BLUEPRINT**

**INDUSTRY**

**AUTOMOTIVE DISTRIBUTION AND  
SERVICES**

**JOB TITLE**

**SERVICE ADVISOR**

**MODULE**

**CONDUCTING AFTER-SALES  
FOLLOW-UP**

Developed in collaboration with Komoco Motors Pte Ltd  
This blueprint provides training for the National Skills Certificate Level 2 in  
Conducting After-Sales Follow-Up

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## ON-THE-JOB TRAINING CURRICULUM

JOB TITLE Service Advisor		UNIT Sales and Service	
DEPARTMENT Sales and Service		DIVISION Service Centre	
TRAINING MODULE Conducting After-Sales Follow-Up		TOTAL TASKS 3	TOTAL OJT HOURS 40
SN	MAIN TASKS	OJT HOURS	
1	CONDUCT PRE-SERVICE REMINDER	6	
2	CONDUCT POST-SERVICE FOLLOW-UP	16	
3	HANDLE AND RESOLVE CUSTOMER COMPLAINT	18	
PREPARED BY		APPROVED BY	
DESIGNATION	SIGNATURE	DESIGNATION	SIGNATURE
TELEPHONE	DATE	TELEPHONE	DATE

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 3	TASK NUMBER 1	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
1	<b>CONDUCT PRE-SERVICING REMINDER</b>	<ol style="list-style-type: none"> <li>1. Access customer records</li> <li>2. Contact customer</li> <li>3. Confirm customer's availability to proceed with vehicle servicing</li> <li>4. Confirm servicing details or type of repair</li> <li>5. Answer any customer queries</li> <li>6. Complete call</li> <li>7. Inform relevant service units</li> <li>8. Complete required documentation</li> </ol>	<ul style="list-style-type: none"> <li>• Carry out pre-servicing reminder on schedule</li> <li>• Retrieve customer contact details and servicing particulars</li> <li>• Remind customer regarding service booking</li> <li>• Provide relevant details where necessary</li> <li>• Make alternative arrangements and book another date if customer is unable to keep appointment</li> <li>• Confirm duration of servicing or repairs</li> <li>• Highlight to customer where duration of servicing or repairs is in excess of one day</li> <li>• Use appropriate interpersonal and communication to create customer goodwill</li> <li>• Apply appropriate customer service etiquette</li> <li>• Update relevant service units concerning service booking</li> </ul>	<p><b>Conduct pre-servicing reminder in accordance with organisational procedures</b></p>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Conducting pre-servicing reminder</li> <li>– Documentation</li> </ul> </li> <li>• Types of information systems and sources</li> <li>• Types of customer records</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Organisational service structure and sub-dealers</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Accessing information systems and sources</li> <li>• Contacting customer</li> <li>• Confirming customer's availability to proceed with vehicle servicing</li> <li>• Making bookings for vehicle servicing</li> <li>• Answering customer queries</li> <li>• Completing required documentation</li> <li>• Interpersonal and communication</li> </ul>	<p><b>OJT Explain</b></p> <ul style="list-style-type: none"> <li>• Types of information systems and sources</li> <li>• Types of customer records</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Organisational service structure and sub-dealers</li> </ul> <p><b>Explain &amp; Demonstrate</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Conducting pre-servicing reminder</li> <li>– Documentation</li> </ul> </li> <li>• Accessing of information systems and sources</li> <li>• Contacting of customer</li> <li>• Confirmation of vehicle servicing</li> <li>• Bookings for vehicle servicing</li> <li>• Answering of customer queries</li> <li>• Completion of required documentation</li> </ul> <p><b>Emphasise</b></p> <ul style="list-style-type: none"> <li>• Confirm customer's availability to proceed with servicing</li> </ul> <p><b>Worksheet 1</b></p>	6

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 1	TASK NUMBER 1	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
						<b>Skills Practice</b> <ul style="list-style-type: none"> <li>Trainee to practise 2-3 times</li> <li>Instructor to review and feedback on trainee's performance</li> </ul>	

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 3	TASK NUMBER 2	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
2	<b>CONDUCT POST-SERVICE FOLLOW-UP</b>	<ol style="list-style-type: none"> <li>1. Access customer records</li> <li>2. Prepare customer survey form</li> <li>3. Contact customer</li> <li>4. Elicit customer feedback</li> <li>5. Document customer response</li> <li>6. Address customer concerns or dissatisfaction</li> </ol>	<ul style="list-style-type: none"> <li>• Carry out post-service follow-up on schedule</li> <li>• Retrieve customer contact details and servicing particulars</li> <li>• Collate and prepare customer survey form and other relevant documentation for use during post-service follow-up</li> <li>• Use appropriate interpersonal and communication to create customer goodwill</li> <li>• Explain purpose of call</li> <li>• Establish customer's willingness and ability to proceed with survey</li> <li>• Make alternative arrangements where necessary</li> <li>• Survey customer concerning satisfaction with service received</li> <li>• Record customer responses in accordance with organisational procedures</li> <li>• Ascertain cause of customer dissatisfaction</li> <li>• Attempt to resolve customer dissatisfaction</li> <li>• Provide explanation concerning product or service where required</li> </ul>	<b>Conduct post-service follow-up in accordance with organisational procedures</b>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Conducting post-service follow-up</li> <li>– Providing services</li> <li>– Customer service</li> <li>– Handling customer complaints</li> <li>– Customer survey</li> <li>– Marketing products and services</li> <li>– Documentation</li> </ul> </li> <li>• Types of information sources and customer records</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Organisational service structure and sub-dealers</li> <li>• Types of customers</li> <li>• Types of feedback</li> <li>• Types of feedback documentation</li> <li>• Customer service etiquette</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Accessing information sources and customer records</li> <li>• Preparing and collating customer survey documentation</li> <li>• Contacting customer</li> <li>• Eliciting customer feedback</li> <li>• Documenting customer response</li> </ul>	<p><b>OJT Explain</b></p> <ul style="list-style-type: none"> <li>• Types of information sources and customer records</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Organisational service structure and sub-dealers</li> <li>• Types of customers</li> <li>• Types of feedback</li> <li>• Types of feedback documentation</li> <li>• Customer service etiquette</li> </ul> <p><b>Explain &amp; Demonstrate</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Conducting post-service follow-up</li> <li>– Providing services</li> <li>– Customer service</li> <li>– Handling customer complaints</li> <li>– Customer survey</li> <li>– Marketing products and services</li> <li>– Documentation</li> </ul> </li> <li>• Accessing of information sources and customer records</li> <li>• Preparation and collation of customer survey documentation</li> <li>• Contacting of customer</li> <li>• Elicitation of customer feedback</li> </ul>	16

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 3	TASK NUMBER 2	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
		7. Respond to positive feedback  8. Market products and services  9. Complete post-service call  10. Complete documentation  11. Forward feedback	<ul style="list-style-type: none"> <li>• Follow organisational procedure for handling complaints if complaint cannot be resolved</li> <li>• Elicit details</li> <li>• Thank customer for positive feedback</li> <li>• Assure customer of continued good service</li> <li>• Provide relevant details concerning products and services which meet customer needs or which are of interest to customer</li> <li>• Thank customer for participating survey</li> <li>• Express appreciation for customer's past patronage</li> <li>• Express desire to be of continued service to customer</li> <li>• Complete post-service follow-up documentation in accordance with organisational procedures</li> <li>• Forward documentation and convey feedback to relevant persons and service units for further action</li> </ul>		<ul style="list-style-type: none"> <li>• Addressing customer concerns or dissatisfaction</li> <li>• Responding to positive feedback</li> <li>• Marketing products and services</li> <li>• Completing post-service call</li> <li>• Completing feedback documentation</li> <li>• Forwarding feedback</li> <li>• Employing customer service etiquette</li> <li>• Interpersonal and communication</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation of customer response</li> <li>• Addressing of customer concerns or dissatisfaction</li> <li>• Marketing of products and services</li> <li>• Completion of post-service call</li> <li>• Completion of feedback documentation</li> <li>• Forwarding of feedback</li> <li>• Customer service etiquette</li> <li>• Interpersonal and communication skills</li> </ul> <p><b>Emphasise</b></p> <ul style="list-style-type: none"> <li>• Addressing of customer concerns or dissatisfaction</li> <li>• Marketing of products and services</li> </ul> <p><b>Worksheet 2</b></p> <p><b>Skills Practice</b></p> <ul style="list-style-type: none"> <li>• Trainee to practise 2-3 times</li> <li>• Instructor to review and feedback on trainee's performance</li> </ul>	

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 3	TASK NUMBER 3	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
3	<b>HANDLE AND RESOLVE CUSTOMER COMPLAINT</b>	<ol style="list-style-type: none"> <li>1. Empathise with complaining customer</li> <li>2. Respond to angry customer</li> <li>3. Perform service recovery</li> <li>4. Assure customer action will be taken to resolve complaint</li> <li>5. Gather relevant details</li> <li>6. Provide solutions</li> <li>7. Inform customer of actions to be taken</li> <li>8. Obtain customer's consent</li> </ol>	<ul style="list-style-type: none"> <li>• Express empathy</li> <li>• Attempt to promote customer goodwill</li> <li>• Do not contradict customer</li> <li>• Do not interrupt customer</li> <li>• Prevent situation from escalating</li> <li>• Use appropriate interpersonal and communication during interaction with customer</li> <li>• Explain customer service policy and procedures where necessary</li> <li>• Elicit customer particulars</li> <li>• Establish facts of situation</li> <li>• Establish cause of dissatisfaction</li> <li>• Propose and offer solutions</li> <li>• Provide alternatives where possible</li> <li>• Obtain customer's agreement with solution proposed</li> <li>• Outline actions to be taken which address customer dissatisfaction</li> </ul>	<p><b>Handle and resolve customer complaints in accordance with organisational procedures</b></p>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Handling customer complaints</li> <li>– Resolving customer complaints</li> <li>– Promoting customer goodwill</li> <li>– After-action review</li> <li>– Documentation</li> </ul> </li> <li>• Types of customers</li> <li>• Types of customer complaints</li> <li>• Types of complimentary tokens, products and services</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Customer service policy</li> <li>• Organisational service structure and sub-dealers</li> <li>• Types of warranty</li> <li>• Warranty terms and conditions</li> <li>• Types of complaint documentation</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Customer service etiquette</li> <li>• Expressing empathy to complaining customer</li> <li>• Responding to angry customer</li> <li>• Performing service recovery</li> <li>• Gathering details of complaint</li> </ul>	<p><b>OJT Explain</b></p> <ul style="list-style-type: none"> <li>• Types of customers</li> <li>• Types of customer complaints</li> <li>• Types of complimentary tokens, products and services</li> <li>• Types of automotive products and services</li> <li>• Servicing process</li> <li>• Customer service policy</li> <li>• Organisational service structure and sub-dealers</li> <li>• Types of warranty</li> <li>• Warranty terms and conditions</li> <li>• Types of complaint documentation</li> </ul> <p><b>Explain &amp; Demonstrate</b></p> <ul style="list-style-type: none"> <li>• Procedures for                             <ul style="list-style-type: none"> <li>– Handling customer complaints</li> <li>– Resolving customer complaints</li> <li>– Promoting customer goodwill</li> <li>– After-action review</li> <li>– Documentation</li> </ul> </li> <li>• Customer service etiquette</li> <li>• Expression of empathy</li> <li>• Responding to angry customer</li> <li>• Service recovery</li> <li>• Gathering of details of complaint</li> <li>• Provision of solutions</li> </ul>	18

# ON-THE-JOB TRAINING TASK ANALYSIS

JOB TITLE SERVICE ADVISOR		UNIT SALES AND SERVICE	DEPARTMENT SALES AND SERVICE	DIVISION SERVICE CENTRE	TOTAL TASKS 3	TASK NUMBER 3	
SN	Main Task	Task Elements	Key Points	Task Standards	Skills & Knowledge	Training Guidelines	OJT Hours
		9. Implement agreed solution  10. Resolve complaint  11. Promote customer goodwill and satisfaction  12. Complete documentation  13. Conduct after-action review	<ul style="list-style-type: none"> <li>• Inform relevant service unit of complaint for their further action where necessary</li> <li>• Monitor follow-up action until completion</li> <li>• Keep customer informed</li> <li>• Check customer's satisfaction upon performance of agreed solution</li> <li>• Thank customer for patience and understanding</li> <li>• Offer complimentary token where applicable in accordance with organisational procedures</li> <li>• Complete all required documentation relating to complaint in accordance with organisational procedures</li> <li>• Conduct after-action in accordance with organisational procedures</li> <li>• Identify root causes and action plan to prevent recurrence of similar situations</li> </ul>		<ul style="list-style-type: none"> <li>• Providing solutions</li> <li>• Implementing solutions</li> <li>• Resolving complaints</li> <li>• Promoting customer goodwill and satisfaction</li> <li>• Completing complaint documentation</li> <li>• Conducting after-action review</li> <li>• Interpersonal and communication</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of solutions</li> <li>• Complaints resolution</li> <li>• Promotion of customer goodwill and satisfaction</li> <li>• Completion of complaint documentation</li> <li>• Conduct of after-action review</li> <li>• Interpersonal and communication skills</li> </ul> <p><b>Emphasis</b></p> <ul style="list-style-type: none"> <li>• Responding to angry customer</li> <li>• Performance of service recovery</li> <li>• Gather relevant details</li> <li>• Provision of solutions</li> <li>• Promotion of customer goodwill and satisfaction</li> </ul> <p><b>Worksheet 3</b></p> <p><b>Skills Practice</b></p> <ul style="list-style-type: none"> <li>• Trainee to practise 3-4 times</li> <li>• Instructor to review and feedback on trainee's performance</li> </ul>	



# Worksheet 1

## Conduct of Pre-Service Reminder

- Organisational procedures
- Information systems, information sources and customer records
- Automotive products and services
- Servicing process
- Organisational structure and sub-dealers
- Conducting pre-service reminder
- Answering customer queries

## Worksheet 2

### Conduct of Post-Service Follow-Up

- Organisational procedures
- Conducting post-service follow-up
- Survey and interview methods
- Conducting customer survey
- Responding to feedback
- Marketing products and services
- Customer service etiquette
- Acting on feedback
- Documentation

## Worksheet 3

### Handling and Resolving Customer Complaint

- Organisational procedures
- Types of complaints
- Types of customers
- Handling customer complaints
- Investigating customer complaints
- Complaints and dispute resolution
- Service recovery process
- Customer service policy
- Warranty terms and conditions
- After-Action Review
- Promoting customer goodwill and satisfaction
- Interpersonal and communication skills
- Documentation

## ON-THE-JOB TRAINING SCHEDULE

JOB TITLE				Service Advisor		TRAINING PERIOD		From							
								To							
TOTAL TASKS			3			DEPARTMENT			Sales & Service			INSTRUCTOR'S NAME		TELEPHONE	
UNIT			Sales and Service			DIVISION			Sales & Service			INSTRUCTOR'S JOB TITLE		NUMBER OF TRAINEES	
<b>TASKS</b>				1 Conduct pre-servicing reminder	2 Conduct post-service follow-up	3 Handle and resolve customer complaint							TOTAL TRAINING HOURS	OVERALL ASSESSMENT	
														SN	TRAINEE'S NAME
		DATE										40			
		TIME													
		DURATION (Hr)	6	16	18										
		PR*													
		DATE										40			
		TIME													
		DURATION (Hr)	6	16	18										
		PR*													
		DATE										40			
		TIME													
		DURATION (Hr)	6	16	18										
		PR*													
PREPARED BY						APPROVED BY									
DESIGNATION			SIGNATURE			DESIGNATION			SIGNATURE						
TELEPHONE			DATE			TELEPHONE			DATE						

\*Performance rating (PR): A - Very good B - Good C - Satisfactory D - Inadequate

# ON-THE-JOB TRAINING LOG BOOK

TRAINEE'S NAME			DIVISION <span style="float: right;">Service Centre</span>					
JOB TITLE <span style="float: right;">Service Advisor</span>			INSTRUCTOR'S NAME					
UNIT <span style="float: right;">Sales and Service</span>			INSTRUCTOR'S JOB TITLE					
DEPARTMENT <span style="float: right;">Sales and Service</span>			TELEPHONE					
SN	Main Tasks	Training Date	Training Time		Total Hours	PR*	Signature	
			From	To			Trainee	Instructor
1	Conduct pre-service reminder				6			
2	Conduct post-service follow-up				16			
3	Handle and resolve customer complaint				18			
PREPARED BY			APPROVED BY			OVERALL	HOURS <span style="float: right;">40</span>	
DESIGNATION		SIGNATURE		DESIGNATION		SIGNATURE		
TELEPHONE		DATE		TELEPHONE		DATE		

\*Performance rating (PR): A - Very good B - Good C - Satisfactory D - Inadequate