



THE AUTO SHOP OPERATIONS PLAYBOOK

**SIMPLE SYSTEMS FOR SMOOTHER
DAYS IN THE SHOP**

BY LIFELONG MERCHANT SERVICES

HERE'S THE TRUTH

Running an auto repair shop is operationally complex.

You manage:

- Technicians
- Parts
- Service advisors
- Customers
- Payments

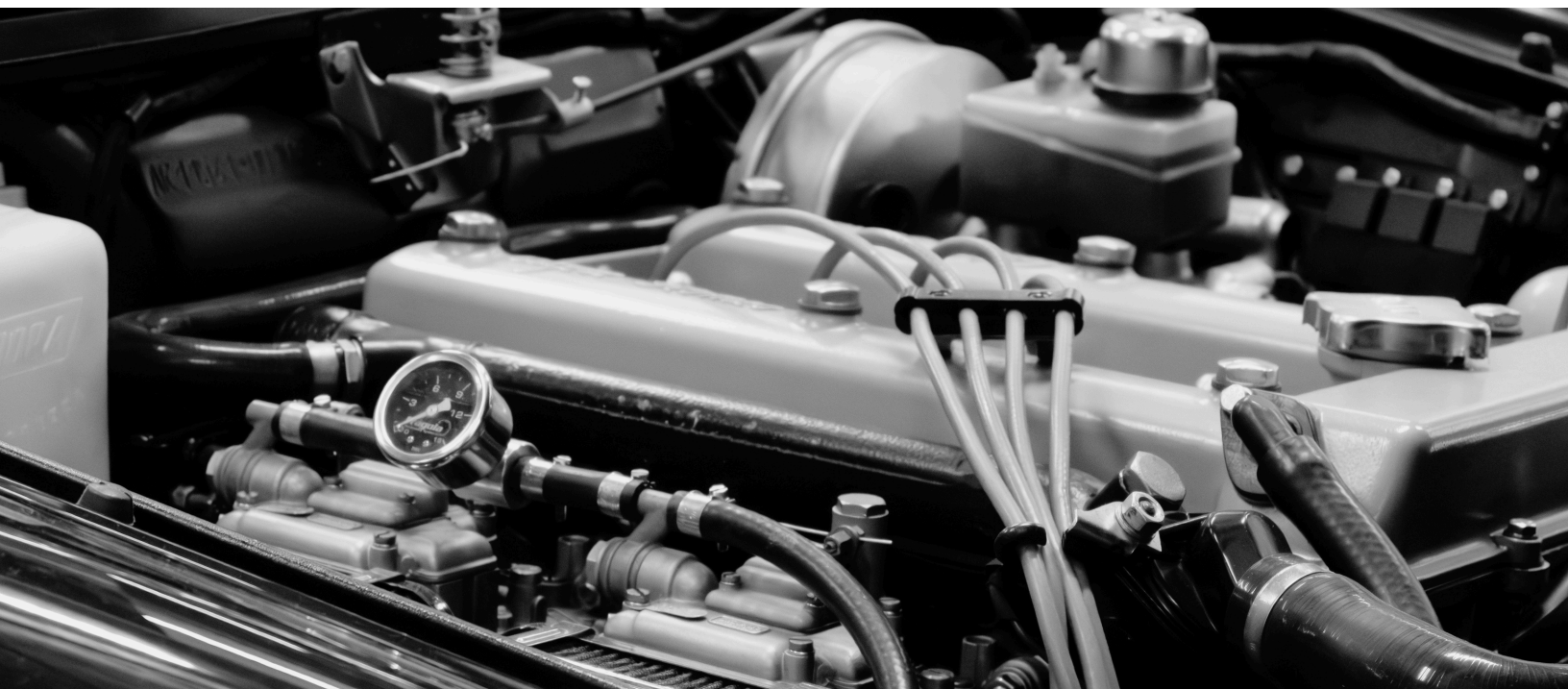
Without systems, the same problems repeat every week.

Late parts.

Missed updates.

Customer confusion.

Strong shops run on **clear daily systems.**



RUNNING A STRONG SHOP DAY

Before Opening

Review scheduled jobs.

Confirm:

- Technician coverage
- Parts availability
- Priority repairs

Identify potential bottlenecks early.

During Service Hours

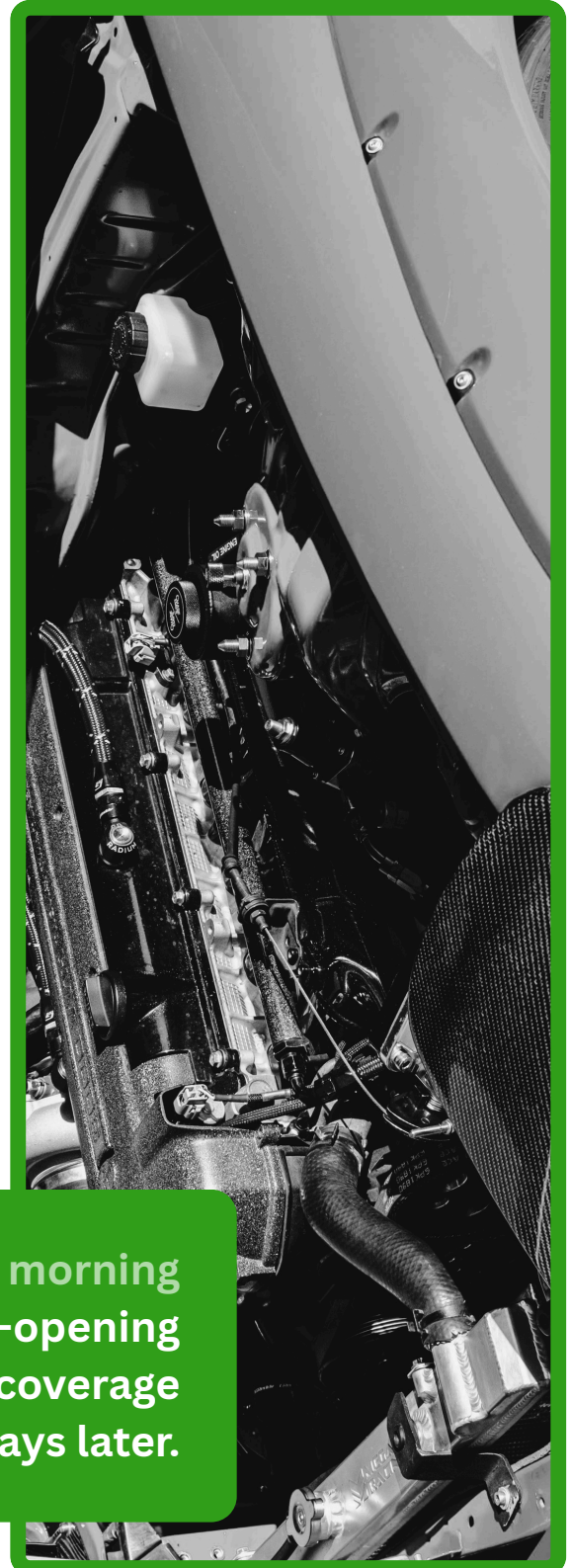
Stay visible in the shop.

Focus on:

- Technician workflow
- Repair progress
- Customer updates

Address issues early before delays grow.

Most difficult shop days start with small morning issues that go unnoticed. A 10-minute pre-opening review of schedule, parts, and technician coverage can prevent hours of delays later.



Before Closing

Close all open tickets.

Confirm:

- payments processed
- parts logged
- jobs documented

Small discipline prevents big problems.

COMMUNICATION THAT WORKS

Most shop issues are communication issues.

What Helps:

- Clear job notes
- Consistent service advisor updates
- Visible repair status

What Hurts:

- Verbal-only updates
- Missing documentation
- Delayed customer communication



If it isn't written in the ticket, it usually gets lost. Strong shops rely on clear job notes and visible repair status, not verbal updates between staff.

WEEKLY SHOP RESET

Each week ask:

- Which jobs took longer than expected?
- Where did customers wait the longest?
- What created the most stress in the shop?

Fix one system per week.

Small improvements compound quickly.

QUICK OPERATIONS CHECKLIST

Review weekly shop performance
Standardize estimate approval steps
Track technician productivity
Simplify checkout workflows
Monitor payment and revenue reporting

Strong systems protect both profit and sanity.

Top-performing shops review these numbers every week, not just at month end. Frequent visibility makes small problems easier to fix before they impact revenue.



IF YOU WANT CLEARER REPORTING AND SMOOTHER OPERATIONS INSIDE YOUR SHOP:

We'll walk through how modern POS and payment tools support more efficient shop management.

BOOK A DEMO OF LIFELONG POS *POWERED BY RATE REMOVER*

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