BE Simple

STAFFING

FREE INDUSTRY PLAYBOOK

The auto repair answering playbook

A briefing document for independent shops and dealership service drives that want the phone answered, appointments booked, and after-hours breakdowns handled under a written protocol.

besimplestaffing.com

A briefing document for operators. No invented statistics.

Why missed shop calls turn into missed repair orders

In auto repair and dealership service, a lot of work still arrives by phone: a check-engine light, a no-start, a bid for brake work, a “can I drop it Friday” call. When advisors are on the drive, the shop number often goes to voicemail, and the driver calls the next result on the map. After hours, a breakdown or a next-morning drop-off has the same short window.

Message-taking is better than nothing, and a shared per-minute answering service can be the right buy for light overflow. It is a weaker fit when you want the person on the line to book into Tekmetric, Shop-Ware, Mitchell 1, Shopmonkey, CDK, Reynolds, or a similar system, apply your after-hours rules, and leave notes an advisor can use.

This playbook helps you write those rules down. It does not invent “repair orders saved” statistics.

Decide what “answered well” means

- Take a message and send it to the service desk.
- Book a visit directly on the calendar, with the right intake questions.
- Handle an after-hours breakdown or drop-off request under a written protocol.

Those are three different services. Mixing them up is how a shop buys a cheap plan and still loses a morning appointment — or lets someone invent a diagnosis on the phone.

How a dedicated agent should work

A dedicated answering agent represents your shop or dealership, not a generic call center. At BE Simple Staffing the agent works from our Prishtina office on the hours you purchase, including US evenings and weekends when that is when drivers call.

Before they take a live call they should know: your locations, services, appointment lengths, loaner or shuttle rules, after-hours fees you want mentioned, and the definition of a next-day job versus something that should reach a manager.

On a routine call

- Greet in the shop or dealership name and take the concern and vehicle details you require.
- Book the visit in your shop or dealer system, with the notes your advisors need.
- Set only the expectations you have approved — arrival window, what to leave in the car, whether a diagnostic fee applies.

On an after-hours or breakdown call

- Follow your written protocol, not improvisation.
- Offer a morning drop-off if that is the rule, or notify a manager or tow partner the way you specify.
- Stay on the line for a warm handoff if that is your rule.
- Log what was promised, to whom, and when.

The agent does not invent a repair price, a timeline, or a diagnosis, and does not tell a caller the car is safe to drive. If a question is not in the playbook, they take a complete message and route it to your team. If you already use an AI receptionist, a human can sit behind it for the calls the bot cannot finish, or you can staff the line directly.

Coverage, briefing, and pricing context

US business hours coverage is $1,995 a month per dedicated agent, with a one-agent minimum and no setup fee. After-hours or 24/7 seats are $2,395 a month; true 24/7 coverage uses four agents. There is a three-month term, then month-to-month. Founding clients receive 50% off the first month. Most teams are live in two to four weeks. Full detail: besimplestaffing.com/pricing.html.

A dedicated seat costs more than a small bundle of answering minutes. It also does more, if you use it for booking rather than as a voicemail substitute. If you only need lunch-break overflow, a shared service may be enough.

Briefing checklist. Locations and services; appointment types, lengths, and bay or advisor assignment; loaner, shuttle, or wait rules; after-hours definition, tow partners, and fees the agent may mention; a hard rule that agents never diagnose or quote an unapproved price; software access; parts or sales-overflow rules if those calls should be taken; and a short sample of “good” and “bad” call outcomes.

Next step

To talk through a dedicated shop desk, write to Jon Kludt at jon.kludt@varosity.com or use besimplestaffing.com/contact.html. Mention whether you are an independent shop or a dealership service drive, the software you book in, whether you need after-hours coverage, and how the phone is handled today.

The longer public page is “Auto repair answering service,” at besimplestaffing.com/use-cases/auto-repair-answering-service.html.

BE Simple Staffing is a San Diego company with our own office in Prishtina. This playbook is a briefing aid, not a contract, and it does not invent proof of repair orders won or lost.