
FRANCHISE SECTOR SUMMARIES



AUTOMOTIVE

BACKGROUND

Many automotive service outlets have remained open, having been deemed as essential businesses. Many best practice standards have been in place and are being refined for a full return to commerce.

General Recommended Guidelines

- Encourage services by appointment where feasible.
- Limit the number of walk-in customers permitted in the facility based on size and/or local regulations.
- All customers and employees should wear a facemask.
- Post signage at the door stating that any customer who has experienced COVID-19 symptoms should alert the repair shop so that employees are aware.
- All cars should be disinfected inside and out both before the service begins and after the work is completed.
- Offer contactless drop-off and pick up for service.
- Offer contactless service recommendation review as well as payment.