



Gallaghers

M I T S U B I S H I

Covid-19 Customer Drop Off
and Collection Procedure

***What We Are
Doing To Keep
You & Our Staff Safe***



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What are we doing to keep you safe and how can you help us?

- At the entrances to our dealerships you will see disinfecting stations with Hand sanitiser, Disinfecting wipes, Rubber gloves and disinfecting spray.
- Please ensure that you clean your hands with the products provided.
- Ensure that you put rubber gloves on that are provided at the door
- There are wipes supplied for you to be able to wipe the surfaces of your keys before they are handed to our staff.
- Approaching our service and parts counters you will now see designated places to stand that will conform to government social distancing guidelines.
- We will only allow 3 customers into the dealership at any one time. If you see customers waiting at the last waiting point please wait until either a member of staff asks you in or a customer leaves the dealership.
- Our counters are now fully equipped with Perspex screens shielding any contamination between staff and customers.
- PLEASE DON'T BE ALARMED IF YOU SEE OUR STAFF WEARING PROTECTIVE FACE MASKS. WE ARE ONLY DOING THIS TO KEEP EVERYONE SAFE.



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Procedure For Collecting & Dropping Off Your Vehicle At The Dealership.

- Park as normal at any of our sites
- On entering the showroom please use the sanitising stations to clean you hands, car keys and anything else that our staff may need to handle.
- Approach the aftersales counters ensuring you stick to the designated areas and comply to social distancing guidelines which will be marked out for you
- Our aftersales advisors will then advise you what work will be carried out and ask you to agree to this via our I pad video system. This will allow us to work on your car without the need for a customer signature and minimising any risk of virus transfer.
- We will then ask you to place your keys in a box where we will then clean them again before handling them.



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Procedure When Collecting & Delivering A Vehicle From Home Or Work

- Our aftersales teams will call before we come to collect your car to advise the time we will be collecting.
- On arrival our staff will leave a sanitised box on your doorstep, they will then knock on the door and step away to a safe distance.
- Can you please leave your key in the box provided and then re enter your property
- Our staff will then sanitise your key and car, all touch points (as shown on the next slides) before taking it back to the dealership for any work to be carried out
- After your car has been completed in the workshop it will be washed and in most cases hoovered and completely wiped with sanitiser again.
- The delivery driver will then return your car and give it a further wipe down with sanitiser lock your car up.
- The key will be sanitised and placed in the box again outside your property our staff member will call to let you know the key is outside and wait for you to collect and return inside before collecting the box and leaving.



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Where We
Will Be
Wiping Out
COVID -19

DRIVER SEAT

- Steering wheel, including horn and infotainment controls
- Control stalks
- Ignition and power button
- Keys

DASHBOARD

- Air vents – passenger and central
- Gear stick
- Infotainment/radio
- Heating controls

ALL SEATS

- Seatbelts and clips
- Seat adjust controls
- Head rests
- Seat pockets

ROOF AND DOORS

- Door handles and releases
- Door pocket
- Window switches
- Interior lights
- Grab handles

BOOT

- Parcel shelf
- Boot floor tab

OTHER

- Glove box and log-book
- Central storage
- Cupholders
- Bonnet release lever

EXTERIOR

- Door handles
- Door sills
- Filler cap



WHERE TO WIPE OUT COVID-19



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M I T S U B I S H I

THANK
YOU
'STAY
SAFE'

STAYING APART
WILL KEEP US TOGETHER



MITSUBISHI
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Drive your Ambition



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