



Your Step-by-Step Guide

RANGE
ROVER

Once we have received your vehicle information and therefore confirmation of your agreement to participate:

- You will be asked to book your vehicle in for service by telephone. The call will be recorded by dialling through our call recording system (full instructions will be provided).
- You may select whichever service is appropriate for your vehicle.
- You may select to either drop the vehicle off and pick up later or wait in Dealership while your vehicle is serviced. This programme does **not** allow for your vehicle to be collected and returned from your home or place of work.
- The mystery shopper will meet with you at an agreed location close to the Dealership on the day of the booking.
- The mystery shopper will travel with you to the Dealership in your vehicle. **Please note that at no point will they need to drive your vehicle.**
- All interaction with the staff at the Dealership will be recorded using a hidden camera worn by the mystery shopper. The camera will be focused on the members of staff and you will only be in shot very briefly, if at all. You will not be required to use the camera at any time.
- The vehicle service itself will proceed as any other.
- You may stay in the waiting area of the dealership or leave while your vehicle is being serviced.
- If you leave the Dealership whilst your vehicle is being serviced, we ask you **not** to directly answer any call from the dealership. If you pick up a message or recognise a missed call from the Dealership on your phone, then please **call back** through the call recording system.
- The mystery shopper will provide you with a small card on the day of the Service, detailing your instructions for using the call recording system.
- There is no requirement for you to agree to have any additional work carried out other than that which you agree to following the consultation with the Service Manager.
- Once a time has been agreed to pick up your vehicle (if applicable), please contact the mystery shopper and arrange once again to meet up at an agreed location, again travelling together to the Dealership.
- Once the service is completed, you will pay for it as normal.
- Once the service is successfully completed and you have both left the site, you will return to the agreed meeting point with the mystery shopper.
- Once there, we will ask you to complete a short feedback report, which should only take a few minutes.
- We will photograph the service invoice (no banking details) and Vehicle Health Check form, provided by the Dealership.
- Once completed, the mystery shopper will give you a cheque for £100 as a thank you from Land Rover for your participation.
- The video and audio footage taken during your visit will then only be used for Land Rover training and coaching purposes.

Key Points to Note

1. At no point will the mystery shopper need to drive your car.
2. If you would like to specifically request a male or female mystery shopper, then please do so when confirming your participation, or when informing us of your service booking date.