



SUPER SEVEN

A sure fire way to keeping our Members happy



GREET THE MEMBER

Call the member and use their last name. Introduce yourself and let them know you're here to help



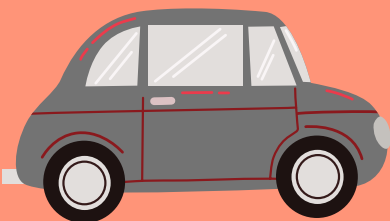
ASK IF THE MEMBER IS SAFE

Safety is our top priority. Ask your member if they are safe.



CHECK THE MEMBER HAS AN ID

Make sure the member has their photo ID available to verify membership.



VERIFY VEHICLE PROBLEM

Make sure the information you have is correct, including vehicle type, color, and problem.



INFORM MEMBER OF YOUR LOCATION

Let the member know where you are and make sure you have the correct address.



PROVIDE YOUR PTA

Let the member know when you will be there. Reassure them you're on your way.

THANK YOU

THANK THE MEMBER FOR THEIR LOYALTY

Thank the member for choosing AAA and for being a loyal member.