

AUTO REPAIR

Across 10 Auto Repair Workflows · owneroperated.ai

Customer Estimates & Approvals — 10

- Estimate explanation scripts
- Declined work follow-up
- Multi-item priority ranking

Service Advisor Scripts — 10

- Phone & walk-in intake
- Upsell conversation guides
- Service explanation scripts

Marketing & Advertising — 10

- Seasonal service campaigns
- Google & Facebook ad copy
- Referral & loyalty programs

Online Reviews & Reputation — 10

- Review request scripts
- Negative review responses
- Google profile optimization

Fleet & Commercial Accounts — 10

- Fleet account proposals
- Priority service agreements
- Multi-vehicle discount structures

Technician & Shop Operations — 10

- Repair order documentation
- Tech efficiency tracking
- Training & certification

Parts & Inventory — 10

- Parts ordering SOPs
- Vendor management
- Core return tracking

Customer Retention — 10

- Maintenance reminder campaigns
- Lapsed customer win-backs
- Loyalty program design

Financing & Payment — 10

- Financing offer scripts
- Payment plan conversations
- Declined payment handling

Business Development — 10

- Insurance & dealer partnerships
- Second location planning
- KPI & financial reviews

CUSTOMER ESTIMATES & APPROVALS

10 prompts

- 1 Write an estimate explanation script for a {repair_type} job at \${price}. Help the advisor present value, not just cost.
- 2 Draft a declined work follow-up email to a customer who said no to {repair}. Explain risk, offer payment option.
- 3 Create a deferred repairs summary letter: what was found, priority (safety vs. maintenance), and recommended timeline.
- 4 Write a 'why this repair costs what it costs' one-pager for {repair_type}. Educate, don't apologize for pricing.
- 5 Draft a customer authorization form for a repair that may exceed the original estimate by up to {pct}%.
- 6 Create a vehicle inspection report narrative translating the technician's findings into plain customer language.
- 7 Write a pre-authorization text for additional work found during a {service}: what was found, cost, need approval.
- 8 Draft a response to a customer questioning our labor rate of \${rate}/hour vs. the shop down the street.
- 9 Create a cost comparison for the customer: doing this repair now at \${now} vs. waiting (risk + cost at \${later}).
- 10 Write a follow-up call script for estimates over \${threshold} that haven't been approved within 48 hours.

SERVICE ADVISOR SCRIPTS

10 prompts

- 1 Write a phone intake script for a customer calling about a {symptom}. Gather info, set expectations, schedule.

- 2 Create a walk-in customer greeting and intake process: how to open, ask the right questions, set a timeline.

- 3 Draft a maintenance upsell script for a customer in for an oil change: air filter, cabin filter, tire rotation.

- 4 Write a conversation script for recommending a flush service ({brake/transmission/coolant}) due on this vehicle.

- 5 Create a 'here's what we found' presentation script for service advisors reviewing inspection results.

- 6 Draft a 'we're running behind' script for advisors calling customers when a job is taking longer than quoted.

- 7 Write a check-in call script for a customer whose car has been in the shop more than 2 days.

- 8 Create an end-of-visit review script: review work completed, next services due, schedule follow-up.

- 9 Draft a script for handling a customer upset about a repair that didn't fix the original problem.

- 10 Write a service package presentation script: our Gold, Silver, and Bronze maintenance plans explained.

MARKETING & ADVERTISING

10 prompts

- 1 Write a summer vehicle prep campaign email: AC check, coolant, tires, battery — limited appointment slots.
- 2 Create a Google Ads headline and description for an auto repair shop in {city} targeting '{service} near me.'
- 3 Draft a Facebook ad for our oil change special: \${price}, synthetic option, multi-point inspection included.
- 4 Write a referral program announcement: 'Refer a friend, get \${credit} — they get \${discount} off their first visit.'
- 5 Create a winter vehicle safety campaign: what to check, why it matters, book by {date} for a free inspection.
- 6 Draft a 'we've been serving {city} for {years} years' anniversary email. Gratitude + special offer.
- 7 Write a fleet service outreach letter to local businesses: tire fleets, landscapers, delivery companies.
- 8 Create a postcard mailer for customers who haven't visited in {months} months: come back offer + expiration.
- 9 Draft a tire sale campaign for {month}: prices, brands, free mount/balance, limited time.
- 10 Write a Google Business Profile description for an auto repair shop: specialties, certifications, trust signals.

ONLINE REVIEWS & REPUTATION

10 prompts

- 1 Write a review request text to send after vehicle pickup. Short, friendly, links to Google review page.
- 2 Draft a response to this negative Google review about pricing: {review_text}. Professional, don't get defensive.
- 3 Create a 5-star review response template for the service advisor to post within 24 hours: {review_text}.
- 4 Write a response to a review claiming a repair we did didn't fix the problem: {review_text}.
- 5 Draft a 'thank you for your {years}-year loyalty' personal response to a long-term customer review.
- 6 Create a review generation strategy: front desk script, SMS sequence, in-bay signage messaging.
- 7 Write a response to a 1-star review that appears to be for the wrong shop or a case of mistaken identity.
- 8 Draft an internal policy for responding to reviews: who responds, how fast, what tone, what to avoid.
- 9 Create a featured review highlight for our website/social: testimonial from {customer_name} about {service}.
- 10 Write a review response to a positive review about a specific technician: {review_text}. Recognize the tech.

FLEET & COMMERCIAL ACCOUNTS

10 prompts

- 1 Write a fleet maintenance proposal for a company with {num_vehicles} vehicles. Include priority service, billing, and reporting.
- 2 Create a fleet account application and credit terms agreement for commercial customers.
- 3 Draft a monthly fleet service summary report: vehicles serviced, work performed, costs, upcoming scheduled maintenance.
- 4 Write a fleet account renewal letter with updated pricing and a loyalty discount for {company_name}.
- 5 Create a preventive maintenance schedule for a mixed fleet: {vehicle_types}, mileage intervals, seasonal services.
- 6 Draft an emergency breakdown response protocol for fleet accounts: after-hours contact, loaner options, priority queue.
- 7 Write a fleet account proposal for a {industry} company: cost savings vs. dealer, response time, dedicated advisor.
- 8 Create a multi-vehicle discount structure explanation for fleet accounts: tiers, savings, how to qualify.
- 9 Draft a fleet vehicle condition report for {company_name}: current status of each vehicle, deferred items, budget forecast.
- 10 Write a fleet welcome letter for a new commercial account: contacts, billing, scheduling process, reporting.

TECHNICIAN & SHOP OPERATIONS

10 prompts

- 1 Write a repair order narrative for a {vehicle_year} {vehicle_make_model}: customer complaint, cause, correction, parts.
- 2 Create a technician efficiency tracking system: flag time vs. clock time, by tech, by job type, weekly report.
- 3 Draft a technician job posting: experience required, ASE certifications preferred, flat rate structure, benefits.
- 4 Write a shop onboarding checklist for a new technician: day 1 orientation, tool requirements, flat rate policy, safety.
- 5 Create a comebacks (repair returns) tracking log and root cause analysis process.
- 6 Draft a shop safety checklist: daily hazmat compliance, lift safety, fire extinguisher check, spill response.
- 7 Write a quality control process for repairs over \${threshold}: who inspects, what they check, sign-off required.
- 8 Create a training plan for a tech pursuing their ASE A-series certifications while working at our shop.
- 9 Draft a shop workflow optimization memo: how to reduce cycle time from write-up to delivery by {pct}%.
- 10 Write a performance review for a technician: productivity, quality, comeback rate, customer satisfaction, teamwork.

PARTS & INVENTORY

10 prompts

- 1 Create a parts ordering SOP: how to order, approved vendors, price comparison requirement, approval thresholds.
- 2 Write a vendor negotiation script for improving pricing with our primary parts supplier after {years} years.
- 3 Draft a parts return and core tracking log: when to return, tracking numbers, expected credits, follow-up process.
- 4 Create a parts inventory management guide: what to stock, reorder points, dead stock identification.
- 5 Write a parts warranty claim letter to {manufacturer}: part number, failure description, vehicle info, claim request.
- 6 Draft a counterfeit/inferior parts policy: how advisors explain OEM vs. aftermarket choices to customers.
- 7 Create a special order parts process: customer communication, deposit policy, arrival notification, hold period.
- 8 Write a shop supply cost tracking template: rags, chemicals, shop supplies — allocate to job or overhead.
- 9 Draft a parts delivery dispute letter to a supplier: wrong part shipped, charged for unordered item, late delivery.
- 10 Create a year-end parts inventory audit procedure: count method, valuation, variance investigation.

CUSTOMER RETENTION

10 prompts

- 1 Write a service reminder text for a customer whose {service} is due in 500 miles or {days} days. Friendly, direct.
- 2 Create a lapsed customer win-back email for customers who haven't visited in {months} months. Offer + urgency.
- 3 Draft a loyalty punch card program: earn a free oil change after {number} visits. Announcement email included.
- 4 Write a vehicle birthday email: 'Your {vehicle_year} {make_model} just turned {age} — here's what we recommend.'
- 5 Create a post-repair follow-up text 3 days after a major repair: how's the car driving? We're here if any issues.
- 6 Draft a 'your vehicle is due for inspection' email for annual state inspection customers. Book before {date}.
- 7 Write a maintenance plan email series (3 emails): introduce plan, explain benefits, present options and pricing.
- 8 Create a holiday car care checklist email: winter prep tips, special offer, CTA to book before the holiday rush.
- 9 Draft a 'we haven't seen you in a while' personal email from the service advisor to a longtime customer.
- 10 Write a customer satisfaction survey for after a repair: how was your experience, would you recommend us, what can we improve?

FINANCING & PAYMENT

10 prompts

- 1 Write a financing offer script for a customer facing a \${repair_cost} repair: introduce option, explain terms, get decision.
- 2 Draft a same-as-cash financing promotion email: {months} months, no interest — available through {date}.
- 3 Create a payment plan conversation guide for a customer who can't pay the full balance today.
- 4 Write a declined payment follow-up script: professional, clear about next steps, non-confrontational.
- 5 Draft a vehicle held for non-payment policy and communication template: legal, professional, clear.
- 6 Create a warranty repair billing explanation for a customer whose insurance is covering part of the repair.
- 7 Write a price negotiation response script: how to hold our price while keeping the customer's dignity intact.
- 8 Draft an extended warranty decline letter: work not covered under their warranty, reason, customer responsibility.
- 9 Create a financing partner feature email for customers: 'We now offer {financing_partner} — apply in minutes.'
- 10 Write an invoice dispute response when a customer claims they were charged for work they didn't authorize.

BUSINESS DEVELOPMENT

10 prompts

- 1 Write a partnership proposal to a local car dealership: be their preferred independent service partner for out-of-warranty work.
- 2 Draft an insurance company DRP (direct repair program) application narrative for our shop.
- 3 Create a 'second location' feasibility memo: what metrics justify expansion, what to look for in a new market.
- 4 Write an annual business review presentation: revenue, car count, average ticket, top services, team wins, goals.
- 5 Draft a shop acquisition letter of interest for a retiring shop owner in {area}.
- 6 Create a KPI dashboard for an auto repair shop: 8 metrics, targets, and actions if off track.
- 7 Write a Google My Business strategy for ranking in 'auto repair near me' in {city}: reviews, posts, Q&A.
- 8 Draft a press release for winning {award_name} for the {year} year in a row in {city}.
- 9 Create a community sponsorship proposal for {local_event}: our logo, what we get, what we give.
- 10 Write a 5-year growth plan: from {current_revenue} to \${target_revenue} through {strategy}.