

Auto Glass Appointment Recovery Kit

A starter kit for auto-glass businesses that need better insurance-ready booking, fewer missed details, and cleaner appointment follow-through for mobile and in-shop work.

Auto-glass owners, office teams, insurance coordinators, and mobile-service operators

GUIDE

A starter kit for auto-glass businesses that need better insurance-ready booking, fewer missed details, and cleaner appointment follow-through for mobile and in-shop work.

WHAT THIS ASSET COVERS

- Auto Glass Insurance Appointment Checklist
- Auto Glass Calibration Confidence Playbook
- Collision Repair Insurance Update Script
- Missed Call Text-Back Swipe File
- Front Door Score Tool for Small Businesses

SUGGESTED ROLLOUT

1. Use the appointment checklist so insurance and vehicle details are captured before the route is committed.
2. Improve update messaging for customers waiting on scheduling, approval, or technician timing.
3. Install stronger missed-call recovery language so warm demand does not disappear between rings.
4. Measure front-door risk so booking quality improves with volume instead of degrading.

WORKING ASSET

INCLUDED ASSETS

- Auto Glass Insurance Appointment Checklist
- Collision Repair Insurance Update Script

- Missed-Call Text-Back Swipe File
- Front Door Score

PURPOSE

Use this kit to reduce appointment failure, tighten booking readiness, and recover warm demand faster in auto-glass and insurance-coordinated service work.

ROLLOUT SEQUENCE

1. standardize appointment-readiness checks
2. improve insurance and timing updates
3. install missed-call recovery messaging
4. monitor front-door leakage weekly

KPI SET

- booking detail accuracy
- appointment completion rate
- technician trip waste
- recovery from missed calls

DEPLOYMENT NOTES

HOW STRONG TEAMS ACTUALLY USE THIS ASSET

- Assign one accountable owner instead of letting "Auto Glass Appointment Recovery Kit" become shared but unmanaged work.
- Use it with auto-glass owners, office teams, insurance coordinators, and mobile-service operators in a weekly rhythm so the asset drives decisions rather than sitting in a folder.
- Decide in advance what counts as green, watch, and red performance so the team knows when to escalate.
- Capture learnings directly in the document every week so the asset becomes smarter over time instead of resetting to zero.

30-DAY ROLLOUT SEQUENCE

- Use the appointment checklist so insurance and vehicle details are captured before the route is committed.
- Improve update messaging for customers waiting on scheduling, approval, or technician timing.

- Install stronger missed-call recovery language so warm demand does not disappear between rings.
- Measure front-door risk so booking quality improves with volume instead of degrading.

WHAT SEPARATES A SERIOUS VERSION FROM A BASIC TEMPLATE

- Clear ownership for every step, not generic advice without accountability.
- Targets, thresholds, or decision rules that tell the team what good looks like.
- Specific working components: Auto Glass Insurance Appointment Checklist, Auto Glass Calibration Confidence Playbook, Collision Repair Insurance Update Script, and more.
- A built-in review cadence so the document becomes part of operations rather than a one-time download.