

# Memo: Discounts

*After observing the reports / data, the management has decided to implement a new policy on discounts. Too Many are given out, and at too much, and this is eating some of the profitability of our shop. While we want to make sure our customer is satisfied, this is our top priority, the Management feels we are too often giving away the profit in the job too easily. As such a new policy has been developed and will be tweaked as needed. These are not hard and fast rules and when in doubt you should ask the Owner, as he has the final say on all discounts, and should be made aware of any and all customer service situations.*

The new policy on discounts is as follows:

- Discounts will be limited to 10% of a repair, up to 100 dollars off. This amount can change, but anything above this should be checked with an owner.
- Unless a customer asks for a discount do not offer it, unless instructed by the owner to do so.
- If a customer is upset, attempt to ask them why, also please notify your superior.
- If you have any questions on a discount please ask the owner.

Thank you,

**The Management**