

Membership Liaison Application



Automotive Service Councils of California
Professionals in Automotive Service ~ Since 1940

ASCCA, A non-profit Corporation
1 Capitol Mall, Suite 800
Sacramento, CA 95814
Tel: (800) 810-4272 | Fax: (916) 444-7462
liaison@ascca.com

CANDIDATE INFORMATION

CANDIDATE FIRST, LAST NAME _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE () _____ FAX () _____

E-MAIL _____ Website: _____

Are you currently employed (circle what applies)? Yes No

If yes, please provide employment information:

EMPLOYER NAME _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE () _____ FAX () _____

Is your employer affiliated with the automotive service industry? Yes No

Has your supervisor approved your ability to contract with ASCCA? Yes No

If yes, please provide supervisor's contact name and contact information: _____

REFERENCE INFORMATION

Please provide the contact information of at least one reference provided by a member of ASCCA. Referring members can include an existing automotive service shop, associate members or corporate partner.

FIRST, LAST NAME _____

MAILING ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE () _____ FAX () _____

E-MAIL _____ Website _____

AGREEMENT

By my signature below, I affirm that I have read, understand and will promote the ASCCA Code of Ethics and agree to abide by the Code of Conduct provided on the back of this form.

Signature: _____ Date: _____



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FAX (916) 444-7462

E-mail: info@ascca.com

Membership Liaison Applicant Questionnaire

Please answer every question. Incomplete questionnaires will be considered an incomplete application.

1. ASCCA's Mission Statement is "To provide business resources for our members and to advance the professionalism of the Automotive Repair Industry." Describe in your own words what this means to you. *(Space is limited to 750 characters. Attach description if more space is needed.)*

2. Please write in your own words what the ASCCA Purpose Statement: "To Elevate Automotive Professionals and Give Them Voice" means to you. *(Space is limited to 750 characters. Attach description if more space is needed.)*

3. You walk into a potential member shop, and there are three customers in line with a wait time of approximately 15 minutes. What do you do?
 - Leave your materials on the counter and walk out
 - Come back later and let the shop attend to their customers
 - Sit down and wait
 - Politely go to the front of the line and quickly let them know that you're dropping off information and will come back later

4. When is the best time to visit a potential member shop?
 - Monday morning
 - During the lunch hour when the shop is closed to customers
 - Between 10:00 am – 2:00 pm
 - Friday afternoon

5. When visiting a potential member shop, which of these approaches would you employ?
 - Listen to what the shop needs
 - Look around the shop to decide what they need
 - You already have a feeling about what they need, and will tell them what they need
 - You're going to ask a few discovery questions to learn about what they need

6. When calling a potential member shop without being able to speak with the owner, how many times should you call to follow up?
 - Once a week
 - Three times a week
 - Five times a week
 - Two times a day – once in the morning and once in the evening

7. When driving through a neighborhood containing multiple potential member shops, which ones do you prioritize?
 - The nicest looking shop
 - The shop with four (4) lifts
 - The shop with six (6) lifts
 - Any potential member shop

8. Who do you leave your card with when visiting a potential member shop?
 - The general manager
 - The busy shop owner
 - The auto tech
 - The attractive female service writer

Final Step

Please print your completed form, sign the front page and e-mail to liaison@ascca.com. You will receive a confirmation of your successful submission. Your completed application will be reviewed by the ASCCA Executive Committee.

CODE OF ETHICS

1. To promote goodwill between the motorist and the industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality repair service at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for the service rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from advertisement which is false or misleading or likely to confuse or deceive the customer.

CODE OF CONDUCT

I understand and acknowledge:

Should I be awarded a Membership Liaison contract, that I will direct all efforts to the betterment and advancement of ASCCA and its members, *To Elevate and Unite Automotive Professionals and Give Them Voice.*

I further understand and acknowledge that I will conduct myself in the following manner while conducting any association business:

I will always act in a professional manner and be supportive and respectful all members, staff, volunteer and financial supporters of ASCCA.

I will ask questions and offer comments in a non-accusatory and supportive manner, understanding that often it is not what is said, but how it is said that is communicated.

I will allow others to complete their comments and questions without interruption and will expect the same.

I will wait to be acknowledged by the Board President before asking questions or commenting.

I will keep all discussion on topic.

I will yield the floor to the Board President or committee chair when asked.

I will keep argumentative discussion / debate on topic and will refrain from personal attack.

If I forget these commitments, I will expect to be reminded in a constructive manner and will not take offense.

If I continually forget these commitments, I fully understand that my agreement with ASCCA will be terminated.

Above all, I will be respectful.