

# BILLKNIGHT AUTO

**In response to the growing concerns about the spread of the novel Coronavirus (COVID-19), we want to provide an update on the steps we've put in place to help protect our guests:**

- **Getting to the Dealership** - We recognize that with the recommendations of social distancing and the closing of many businesses and schools, coming to the dealerships or collision centers for maintenance and repair could be a hardship. We will be offering the services of Lyft, pickup and delivery, as well as our normal fleet of nearly 100 loaners to help ease this burden. When calling to make an appointment simply request one of these alternate transportation services and our team is at the ready.
- **Greetings** - We have advised all dealership employees to suspend handshakes and physical contact with our guests. This is difficult for us as we normally greet our guests with a handshake and a smile, but we are adamant about taking precautionary measures against spreading illness. The smile and guest focus will continue!
- **Sanitation** - Our janitorial staff and employees have increased their focus on disinfecting high-touch surfaces within our offices and dealership. We have secured extra supplies of disinfectants, alcohol wipes, hand sanitizers and gloves for employee and guest's use. If you are in our dealership and service center and would like to use any of these items, please ask a team member.
- **Your Vehicle** - Our dealership employees have implemented the use of plastic seat covers, mats, and plastic steering wheel covers on all guest vehicles. These items will not be removed until the vehicle is delivered to you and a team member will remove these items using gloves.
- **Loaner Vehicles** - Loaner vehicles will be thoroughly cleaned and sanitized using proper cleaning materials after each customer's use.
- **Snacks** - All of our dealership locations will still have snacks available in our lounge area but will now serve pre-packaged snacks rather than fresh food products.
- **Our Health** - Our team members are prohibited from reporting to work without self-quarantine and doctor's certification if they have been exposed to a COVID-19 patient, if they have traveled to high-impact area (as determined by the CDC) or have taken a cruise. As a company, we have also paused all business travel.

While there is a lot of uncertainty because of COVID-19, we are grateful you have entrusted us to help you purchase and service your vehicle. We are closely monitoring this evolving situation, and we will continue to update you with any changes to our company policies.

Thank  
Bill Knight

*Bill Knight*

Bill Knight  
President  
Knight Automotive Group

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