**MTA NSW ‘OPEN FOR BUSINESS’ Communication Templates**

To reinforce the message to consumers that the automotive industry is open and ready for businesses during COVID-19, MTA NSW has developed a suite of communication materials to support its Members.

The materials below include SMS copy, a voicemail message and email and social media templates:

**SMS**

Option 1

*Dear* (CUSTOMER NAME), (BUSINESS NAME) *is open and ready to perform automotive work to safely keep your vehicle on the road. Contactless services are in place. Please book on* (BUSINESS PHONE).

Option 2

*Dear* (CUSTOMER NAME), the team at (BUSINESS NAME) *is looking forward to seeing you – we are open and ready to provide you with all you automotive requirements. We have contactless services in place. Please book on* (BUSINESS PHONE).

Option 3

*Dear* (CUSTOMER NAME), (BUSINESS NAME) *has contactless services in place and is applying strict hygiene measures to help safeguard customers and staff. Please book on (BUSINESS PHONE), we look forward to seeing you.*

**VOICEMAIL**

*Hi, you’ve called**(BUSINESS NAME). Our normal business hours are (HOURS) (DAYS); our operating hours during the COVID-19 situation remain unchanged, and we look forward to meeting your automotive service needs. During this time, we’re closely observing Government recommendations and best practice hygiene and social distance protocols, to safeguard our valued customers and staff. Please leave your details and we’ll return your call as soon as possible. Thanks for calling.*

**EMAIL**

Subject line: **We’re still open during COVID-19**

Dear (CUSTOMER NAME)

*As an essential service provider,* (BUSINESS NAME) *remains open to provide the automotive services you need to keep you safely on the road. We have adopted all Government and MTA NSW guidelines on how to safely conduct our work and interact with customers, including adhering to social distancing and hygiene recommendations. We’ve also implemented contactless procedures including:*

* CONTACTLESS SERVICE
* CONTACTLESS SERVICE
* CONTACTLESS SERVICE
* CONTACTLESS SERVICE

*To make a booking, please contact us on the details below:*

BUSINESS PHONE (*eg: key drop-off, contactless payment options, taxi courtesy car etc).*

BUSINESS EMAIL

BUSINESS WEBSITE

*We look forward to seeing you soon.*

**SOCIAL MEDIA**

*Dear Customers – We Are Open!*

*As essential automotive service providers, (BUSINESS NAME) remains open and ready to keep you safely on the road.*

*We’ve adopted all Government and MTA NSW guidelines on how to safely conduct our work and interact with customers, including adhering to social distancing and hygiene recommendations. We’ve also implemented contactless procedures including (LIST CONTACTLESS SERVICES eg: key drop-off, contactless payment options etc).*

*Contact us today:*

BUSINESS PHONE

BUSINESS EMAIL

BUSINESS WEBSITE

*We look forward to seeing you soon.*