



# South Oak Jeep, Chrysler, Dodge and Ram

Garrett Guest

Vice President / Dealer Principal

**March 13, 2020**

On behalf of our entire dealership, I wanted to personally reach out to you regarding the evolving situation surrounding the Coronavirus (COVID-19) outbreak and what you can expect from your South Oak Family during this period of uncertainty.

**At the present time, South Oak will remain open and all departments will operate during normal business hours.**

Despite the fact that our operations remain unchanged, please rest assured that we've been actively monitoring communications from federal, state and local authorities. Furthermore, we have also been gathering best practices from other organizations and industries that are aimed at minimizing any threat that could potentially negatively impact anyone associated with our business.

Therefore, I would like to detail the steps that we are taking to ensure the health and well-being of our employees, clients and families during this most unsettling time.

## Service Clients

- **Effective immediately, South Oak will offer select Loyal Clients the opportunity to have their vehicle picked up and dropped off at their residence or place of business for any needed maintenance or service that has been scheduled. (Distance restrictions may apply)**
- If you do not qualify for the remote pickup/drop-off, our client waiting area will be cleaned and disinfected every 45 minutes. This will allow our service clients to wait for their scheduled service or maintenance without worry or concern about the spreading of germs.

## Sales Clients

- **South Oak will offer prospective clients the convenience of completing a vehicle purchase remotely from the comfort of their own home (Conditions will apply). Please ask your Sales Professional or Sales Coordinator for more information if you are interested in taking advantage of this unique program.**

## Employees

- Every South Oak employee will have hand sanitizer available at their work station and there will be disinfectant wipes available to all employees and clients before, during and after their visit.
- All South Oak employees will be strongly encouraged to stay home should they feel sick in anyway.
- Our Management team will be proactive in ensuring that all employees exercise the proper precautions to prevent the spread of germs.

Though this period of uncertainty, please be assured that our team at South Oak will work tirelessly to place the personal well-being of you and your family at the forefront of our priorities while ensuring that any of your needs with servicing your current vehicle or purchasing your next vehicle are met in a convenient and safe manner. We will continue daily assessments of this current situation and will update you with any modifications to our operating plan.

Sincerely,

**Garrett Guest**

**Vice President | Dealer Principal**

**South Oak Jeep, Dodge, Ram**

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## **Reminders On Staying Healthy**

While we are taking steps at South Oak to stem the impact on our operations, we ask for our clients cooperation in taking the proper steps to ensure healthy interactions.

The U.S. Centers for Disease Control and Prevention (CDC) recommends that everyone should:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Visit the CDC website for more information on Coronavirus, including what you should know about the virus, prevention and symptoms, as well as situation updates in the U.S. and worldwide. (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>)