

Auto Shop Customer Message Pack

Copy, paste, swap the [brackets] for real details, and send from your own shop phone or email. Get a quick OK to text customers at intake, and always honor a STOP reply.

1. Appointment confirmation

Text, at booking:

Hi [Name], this is [Shop] confirming your appointment for the [Year Make Model] on [Date] at [Time]. Reply YES to confirm, or call [Phone] if you need to reschedule. See you then!

Text, day-before reminder:

Hi [Name], quick reminder: your [Vehicle] is booked with [Shop] tomorrow at [Time]. Text back if anything changes. Thanks!

2. Estimate ready and approval

Text, estimate ready:

Hi [Name], we finished checking out your [Vehicle]. The estimate comes to [\$Total] for [brief summary of work]. Want me to walk you through it? Reply here or call [Phone].

Text, approval follow-up:

Hi [Name], just circling back on the estimate for your [Vehicle] (\$Total). We have the part on hold but can only keep it until [Date]. Reply APPROVE and we'll get started, or call with any questions.

3. Your car is ready

Text, car is ready:

Good news, [Name]: your [Vehicle] is ready to go. The total is [\$Total], and we're open until [Time] today. We take card, cash, and [payment method]. Anything you need before you head over?

Text, with a quick recap:

Hi [Name], all done on the [Vehicle]. We [short summary of the work] and road-tested it. Come by anytime before [Time] and we'll have it pulled up front for you.

4. Service reminder

Text, general reminder:

Hi [Name], it's [Shop]. Your [Vehicle] is about due for its [Service] based on your last visit on [Date]. Want me to grab you a spot this week? Just reply here.

Text, oil change:

Hi [Name], you're coming up on [Miles] miles since your last oil change on the [Vehicle]. Give us a call when you're ready and we'll get you right in.

5. Follow-up after service

Text, follow-up:

Hi [Name], it's [Your Name] at [Shop]. Just checking that the [Vehicle] is running great after the [Service]. If anything feels off, tell me and we'll make it right.

6. Review request

Text, review request:

Thanks again for trusting [Shop] with your [Vehicle], [Name]! If you were happy with how it went, a quick Google review would mean a lot: [review link]. It only takes a minute and helps other drivers find us.

Free customer message pack from garageauto.app - always fill the brackets before sending