



ENTEGR A
COACH®

Dear Friends:

Exciting news- we are getting ready to reopen for business on May 4th! With this in mind, I wanted to share what this means for us in our customer service call center, our service shop, and you, our valued customers. In preparation, our main goal is not only the safety of our employees, but that of our customers as well, so these are some changes that we feel necessary at this time.

First, I will tell you about what we are doing to ensure our employees' safety at the factory:

1. We are all going to be wearing masks as we move about our facility during the day. We will also be wearing gloves as necessary.
2. We will continue to practice social distancing. Meetings to be limited to 10 or less, work stations will be 6ft. apart from one another, tape placed on the floors to prevent folks from getting too close to one another, etc.
3. As you know from previous reports, we are currently working from home with skeleton crews in all areas. Those working from home now will return to work on May 4th. A handful of us, including myself, will return on April 27th so that we can get ready for opening the doors on May 4th – as long as nothing changes with the governor's return to work orders.
4. Those employees that have been temporarily furloughed will be called back to work on an as-needed basis so that we get back to work in a necessary fashion as it pertains to business needs.

Secondly, we realize that while we try to keep ourselves, and our customers, safe and healthy, we must also ask our customers to do the same as us when arriving for your service appointment. Therefore, the following rules have been put into place for the time being. As we are allowed to "let up" on these stipulations, we will make sure you are aware of any changes that might be made going forward.

1. Your coach interior must be wiped down on the morning of your check in to ensure that our tech will be safe when he goes out to bring your coach into the shop. This means that the hard surfaces such as countertops, stovetops, handles, steering wheel, anything that the tech may have to touch, be wiped down with some sort of Clorox wipe (as an example).
2. Only one person per coach will be allowed into the service shop during the check-in process with your advisor and lead tech. The same will apply when checking out.
3. You will not be allowed to re-enter the coach at all while it is in the service shop so anything that is needed should be taken out prior to your check-in.
4. No more than 10 customers allowed in the customer lounge at any given time.
5. Once the coach is brought inside the service shop, it must remain inside – coaches will not be brought out at the end of the day. You can choose to drop the coach, leave and return to pick up when repairs are finished or you may choose to stay in a nearby hotel at your expense. We have the Hampton just down the road from us and their phone number is (574)-822-0288. Please note, they do not accept pets. The nearby Staybridge Suites in Elkhart is pet friendly. Their phone # is 574-970-8488 and their address is 3252 Cassopolis St. 46514.
6. If you have been sick recently, currently under the weather, or around someone who has been, please notify us to reschedule your appointment.

We apologize now for any inconvenience that may be caused during this time, but we hope you will also agree that desperate times call for desperate measures. We are trying to make the best of it. We want to ensure the safety of all of us and your help in making this happen will be greatly appreciated. The more we work together, the more we will be able to see the light at the end of the tunnel.

Also canceled at this time will be the June 1st Entegra University Class. Again, with the Indiana state mandate of no more than 10 people assembled together at a time, it is necessary to cancel this class as we have all others leading up to this point. Those of you affected by this latest cancellation will be notified by PJ Clanton and reimbursements will be made.

And lastly – our call center remains open, as always, and ready to help if we can (800-517-9137). Should you have any questions at all about any of this information, please be sure to reach out to me via phone or email – please see my contact information below.

In closing, I just want to say thank you for your continued support, for your business, and for your friendships. We are who we are today because of each of you! Take care and stay well, my friends!

“We must accept finite disappointment, but we must never lose infinite hope.” – Martin Luther King

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