

8. DELIVERY AND SERVICE WALK

WHAT	WHY	HOW	YOUR TAKE
CHECK THE VEHICLE THE DAY BEFORE	TO IDENTIFY ANY ERRORS AND ENSURE THE VEHICLE IS CORRECT AND GROOMED	Checklist completed and vehicle in delivery position	
CHECK ALL PAPERWORK IS CORRECT AND FINANCE IS PREPARED	TO MAKE THE DELIVERY SMOOTH	Communicate with all stakeholders	
RE-PRESENT VEHICLE AND CONFIRM BLUE TOOTH ISSUES	SHOW YOU CARE	Short presentation on accessories and equipment Complete checklist and ask for referral. "Is there anyone you know that may be considering buying a vehicle now or sometime in the future"	
INTRODUCE SERVICE	SO THE CUSTOMER KNOWS WHERE TO GO AND THE PROCEDURE	Let me introduce our service department and show you what to do for your first service"	