

## FOUR SQUARE QUALIFICATION

**High and low trust questions: Start the process with the desired vehicle and opens doors to more personal information.**

Prepares the manager for their interaction with the customer.  
This information is important to be gathered prior to the test  
This information is a responsibility of the salespersons job.

- Take your time and ask quality questions and above all listen and take notes.
- Low trust questions first will uncover high trust information.
- The structure is consistent with customer's expectations
- Fulfills the agreement to be of service you made with the customer
- Critical to the objective of selecting the proper vehicle and setting up the transaction

Desired vehicle (Low)	Trade status (Low)
What is important to in the new vehicle Business or personal use Main features required Accessories needed and or preferred Colour preference Timing Considering any other vehicle Driven previously Dominant buying motives	Do you have a vehicle you are considering selling or trading Reason for trading Do have it here How long have you owned it Service history DID THEY BUY Aftermarket options Has it been a good car for you Best time to trade Previous warranty/aftermarket/Transferable
Finance details (High)	Personal details (High)
How do you normally buy, cash you have saved, cash you borrow, bank finance, Dealership finance Payment term, preferred amount and up to Lease potential Payments and balance owed	Selection criteria Occupation Residence Hobbies Recreation Married/single Kids Pets Age DISC VAK

## PRACTICE THE QUESTIONS
