

SMILE



Thank you for calling_____ this is _____

I will be happy to get that for you and I'm speaking with_____

So I can get that for you may I ask you a couple of quick questions

Customer criteria questions

What is important to them

Features and accessories

Colour

Timing

Dealt with us previously_____ do you live or work locally?_____

Vehicle options_____

Accessories/equipment_____

Will you also require some payment options _____

That will take a couple of minutes to check availability, other options, *service history*, *owners* and any promotions that are coming up, what is your best number there_____

BY THE WAY

Do you have a vehicle you are selling or trading_____

Great may I make a suggestion, why not come in and we will organise a free valuation and look at all the options available to you: When would be the best time this morning or the afternoon

Time _____ Day _____ Date _____

Give your contact details and directions to dealership using landmarks and off ramp numbers as well as parking details. Explain that if the get held up just to give you quick call and you will offer them the same courtesy

Look forward to meeting them

Hang up last