

Service Scheduling

1. Thank you for calling _____ Service, this is (name), how may I help you?
2. I'd be happy to set that up for you, have you serviced with us before?
3. Welcome back and thanks for choosing _____ again, what's a good phone so I can look up your file? (Confirm and update as necessary - Name, Cell #, Work #, Email)
4. It looks you've been working with _____ as your service advisor, so I'll look at their schedule first, if that's alright with you?
5. Excellent, and what service do we need to schedule?

Service for repair: How long has the vehicle been having this issue?
Anything else you can tell us that might help with the diagnosis?

Ok, no problem. So based on the information you gave me, there are multiple possibilities for what might be causing this. What I'm going to do is set you up for a _____ diagnosis, the diagnosis itself is (cost), and we'll be able to tell you from there what it will take to fix completely... (immediately roll into the next line)

6. We do have a shuttle service or rentals available... would you like to drop it off for us to work on, or do you prefer to wait here?
7. Ok excellent! So right now Mr/Mrs _____, I'm going to check our service appointment calendar, (and parts availability if needed) could I have you hold for a minute?
8. Ok Mr/Mrs _____, thank you so much for holding, great news, we do have availability as soon as (this/next) week, do you prefer mornings or afternoons?

Schedule Objection: Well, that would be the earliest availability with (advisor name), and we prefer to keep you with that group since they're already familiar with you and your vehicle, but if you'd need the first available, I can look into putting you with someone different?

9. Would either _____ or _____ work for you? (Find a day that works)
10. Excellent, it looks like we have a _____ or _____? (Find a time that works)
11. Perfect. Do you have a pencil handy? I have you scheduled for _____ (day/time), with _____ as your service advisor. My direct number is _____, and we have appointments scheduled right before and right after yours, so if you're running early or late, please give me a call so I can try to make the adjustment. When you get here you can just pull up to one of the service doors and pull right in when it opens, do you know where we're located, on Lima Rd?

Diag Objection: I completely understand, and one of the reasons we always start with a diagnosis is because we'll never charge to "guess and check." With the diagnosis we can confidently tell you what's wrong with the vehicle and what it will take to fix, so you can get a complete picture. As far as any warranty that might apply, if the fix is covered, then so is the diagnosis...make sense? Excellent, so getting back to the schedule...