

## Intro

This is \_\_\_\_\_ with (dealership name), I'm calling for (customer name)? – you had put in a request with us regarding a (year, model), does that sound familiar?

*(Machine: This is \_\_\_\_\_ with (dealership name), trying to reach \_\_\_\_\_ regarding your online request for information on a vehicle, please call me at your earliest convenience at \_\_\_\_\_.)*

<p><b>(Available)</b> Well I'm happy to inform you that –</p> <p><b>(Used)</b> that specific car is still available, along with several others we'd like to show you in the same style and price range</p> <p><b>(New)</b> we do have a wide selection of (models) available along with some great incentives</p>	<p><b>(Not Available)</b> What specifically drew you to that vehicle?</p> <p>The reason I ask is because unfortunately that vehicle is no longer available, but we have other options that fit your needs based on what you just described.</p>
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**1st Attempt:** I'd love to get you on the schedule to take a look at it/them, and we're open today until (time) – would you possibly be available to head over right now, or would later today work better?

**2nd Attempt:** No problem – would you be more available tomorrow or (next day)  
Early in the week or later in the week?  
(day) or (day)?  
Morning or afternoon?

## Scheduling

Check the schedule – I have openings in my appointment book for \_\_\_\_\_ or \_\_\_\_\_, which would you prefer?

Do you have a pencil handy?

My name is \_\_\_\_\_, and my direct number is \_\_\_\_\_. I'm going to put you on the schedule for \_\_\_\_\_, and when you arrive just walk in and ask directly for the sales manager, his name is (name, then spell it). I'll make sure to have the vehicle ready to go at that time. If you're running early or late, no big deal, just give me a call so I can make the adjustment and let everyone know.

Do you know where we're located, on (street name)?

## Objection

As customer care, my job is to try and stay connected, answer any basic questions, and to hopefully schedule a convenient time for you to drive the vehicle.

If you don't mind, I'd like to connect you with a sales consultant who will be better equipped to talk to you about (the objection), unless you'd prefer to schedule a face-to-face meeting to discuss that?

## Sales Consultant Doesn't Pick Up

Thanks for holding – I tried a few different lines, it looks like they're super busy up front, I'm going to have someone call you as soon as possible. Just to confirm, this is the best number to reach you?

## Not Interested

1. Are you planning to get something different, or have you decided not to buy anything right now?
2. If it's okay, can I ask you what was the main factor in your decision to \_\_\_\_\_ (*Go to objection*)

No problem, if you need anything in the future, we're here to help and we hope you'll consider doing business with us.