

GENERAL NEW VEHICLE

1. Hello, this is _____, how can I help you?

2. I would be happy to check on that for you.

3. What type of equipment are you looking for?

3a. Anything else important to you in options such as _____?

4. What about the color? Does the color matter?

5. Great! While I'm checking on what's available, I'll check on what's coming in the next few days as well. It only takes about 15 minutes.

6. Are you calling from your cell, home or work?

7. What's the number there? And who am I speaking with? How do you spell your last name?

(If cell): Could I text a picture to that cell phone?

8. Rather than call you back, my manager just walked by. He'll know about these off the top of his head. Could I have you hold for a second?

9. Mr./Mrs. _____, thank you for holding, I have great news!

We have about _____ to _____ in stock

including _____ or _____ like you're looking for

as well as the availability of (_____ or _____) with the exact equipment you need including

_____, _____, _____.

10. When could you head over...right now, or later today?

11. I have openings in my appointment book for _____ or _____.

12. Do you have a pencil handy?

13. My name is _____, and my direct number is _____. I'm going to put you on my schedule for _____, and I'll make sure to have a vehicle ready to go at that time. If you're going to be early or late no big deal; just give me a call so I can make the adjustment to my schedule.

14. Do you know where we're located, (street name)? Reconfirm day/time, wrap up.