

SPECIFIC NEW VEHICLE

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

2. Great, I would be happy to check on that one for you? Did you see that on the Internet or in the paper? Does it have a stock number listed? What was the MSRP of that one?

2a. Just in case that stock number has been sold or recently replaced with one identical to it, (We have over _____ vehicles on the ground and we turn our inventory constantly) what equipment does this vehicle have on it? What is the color? Is the color important?

3. I am going to check on that stock number and any others we may have like it with the same MSRP, options, color, etc.

4. It only takes about 15 minutes to get all of that information for you - Are you calling from your cell, home, or work?

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

6. 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?

7. Mr./Mrs. _____ thank you for holding, I've got 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

_____, _____, _____.

8. What is a good time for you to stop in, right now, or later today?

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

10. Do you have a pencil handy?

11. 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 and let everyone know.

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