

SPECIFIC USED VEHICLE

1. Hello, this is (Your Name), how can I help you?

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

3. What website did you see that on? _____

Does it have a stock number? _____

What was the price on that one? _____

4. Let me check on that for you. Also, since we're constantly turning inventory, we do have some cars that haven't been listed yet. So let me do this, I'll check on that one and all the others like it that you may not be seeing –

5. It just takes about 15 minutes to do all of that for you; are you calling from your

cell, home or work?

And the number there? _____

And who am I speaking with? _____

How do you spell your last name? Is that cell number a phone I could text a picture to?

6. While I am checking, what was it about the [MODEL], that you really like or caught your eye? Is there anything else I should be looking into for you?

SUV Car Truck Van Crossover 4x4 Family Size Good gas mileage Low Miles

Price Range _____ Towing Luxury Leather Moonroof Nav Certified

Alternate Models: _____ Safety 4 doors

7. Actually, 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?

8. Mr. or Mrs. _____ thank you for holding, I have great news. We have over _____ quality pre-owned vehicles in stock today; I just checked with my manager and he says there are actually (_____ or _____) he'd like to show you, including the one you called about, it is available right now—can you head over now or would later today work better?

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

11. Do you have a pencil handy?

12. 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 the car 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.

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