

DECLINED SERVICE



Objection	Bounce Back to Script
<p>I can't make it in on Thursday</p>	<p>I understand, we can try for next Thursday if that is easier. Or, is there a day this week you would be able to make it in?</p> <p>Hold on one moment; let me check with my service manager and see if I can get you both discounts on that day. Please hold. (yes, is the answer)</p>
<p>I need time to put together the money / Pay day</p>	<p>That's an easy fix, we have a couple payment plan options that will allow you drive your vehicle safely and pay the bill over time. Our customers love the drive now – pay later program for that very reason.</p>
<p>It's too expensive for me</p>	<p>I understand, I can help with that. We have a couple payment plan options that are very affordable, and one has an additional discount for first time users.</p>
<p>Additional Incentives</p>	<p>Not only can we save you the 20%, we also have another offer that your service advisor can discuss with you. It's a zero percent payment plan option that gives you an additional \$100 discount off your bill.</p>
<p>I already got it fixed elsewhere</p>	<p>I'm glad that you got it handled, can I ask why you chose to do it elsewhere?</p> <p>(share answer with the manager)</p>

Dialing time frame: 7-14 days after the service was declined