

Customer Appreciation

Speaking to Customer

Hi, can I speak to _____ please.

Hi _____, this is (Your Name) calling from (Dealership) do you still have your (make, model)?

Yes: Our records show that you have 1 unused discount voucher. I wanted to get that scheduled prior to its expiration.

The voucher reduces the normal \$_____ service down to \$_____ – it includes:

- The oil and filter change with tire rotation,
- Alignment check
- Brake Inspection
- Battery Charging System Check
- Multi-point inspection
- Hand car wash

(Expiration date is 30 days from day of phone call –after placing them on hold and speaking to your manager you may be able to extend it)

No: Oh really, what did you replace it with?

(If it's a brand we service set the appointment for their new vehicle)

Congratulations on your new vehicle, just a side note, we do service all makes and models if you are local to us here in (City).

Leaving a Message

Hi this is (your name) calling from (Dealership) about your upcoming service appointment, could you please call me back at (dealership call back number).