

Inbound Script-Standard (Returning Customer)

1. "Thank you for calling [DEALERSHIP NAME]. My name is [YOUR FIRST NAME]. May I assist you with scheduling a service appointment?"
2. "Fantastic. It would be my pleasure to help you with that. Have you been to our dealership before?"
3. "Great. Welcome back! May I please have the phone number that **the vehicle is listed under?**"
4. "Thank you, it looks like I have you [MR/MRS CUSTOMER'S LAST NAME]. Are you calling in regards to your [MOST CURRENT VEHICLE]?"
5. "Just to quickly confirm, are you still located on [CUSTOMER'S STREET NAME]?"
6. "Is the best email to send a confirmation to still [customer email on file]?"
7. "How many miles do you currently have on the vehicle, [SIR/MA'AM]?"
8. "Great, and what services did you need to bring the vehicle in for?"
9. "Do you have a preferred Service Advisor who you would like to work with?"
10. **Repair/Diags:** "Based on your concerns, we recommend dropping your vehicle off in the morning, for the day. What day between Monday and Friday would work best for you?"

OR

Maintenance: We always recommend dropping the vehicle off to us whenever possible. Is this something you would be able to do for us?"

11. "Okay, our first available appointment is [FIRST AVAILABLE TIME]. Will that time work for you?"
12. "To quickly confirm, we have your check-in time for **[SERVICES SCHEDULED]** scheduled for **[APPONTMENT DATE AND TIME]** and noted you will be **[TRANSPORTATION SELECTED]**. We ask that you arrive as close as possible to your check-in time. When you arrive, your Service Advisor, **[SERVICE ADVISORS NAME (if applicable)]**, will get you checked in, and will review your appointment details. After they have reviewed your concerns, they will be able to give you an idea of when they expect the vehicle to be completed based on the flow of the service lane. Is there anything else I can assist you with at this time? Great, we look forward to seeing you. If you need to cancel or reschedule your appointment, please give us a call back and we would be happy to help. Have a great day!"

Inbound Script- New Customers

1. "Thank you for calling [DEALERSHIP NAME]. My name is [YOUR FIRST NAME]. May I assist you with scheduling a service appointment?" [REPLACE WITH DEALERSHIP SPECIFIC GREETING WHEN ON CALLS]
2. "Fantastic. It would be my pleasure to help you with that. Have you been to our dealership before?"
3. "Welcome! Let's get you added into our system and get your appointment set up. May I have the spelling of your first and last name please?"
4. "Thank you. What would be the best telephone number to reach you?"
5. "Thank you. Once we get done with scheduling your appointment, I will send over an email confirmation of your appointment details. What is the best email address to send that to?"
6. "Thank you. May I have the year, make, and model of your vehicle please?"
7. "Do you know the approximate mileage on your vehicle [SIR/MA'AM]?"
8. "Wonderful, just one last piece of information before we get this appointment made, may I have your street address please?"
9. "Great, and what services did you need to bring the vehicle in for?"
10. "I understand it's your first time coming to our dealership, was any Advisor recommended to you, or would you prefer to work with my first available?"
11. **Repair/Diags:** "Based on your concerns, we recommend dropping your vehicle off in the morning, for the day. What day between Monday and Friday would work best for you?"

OR

Maintenance: We always recommend dropping the vehicle off to us whenever possible. Is this something you would be able to do for us?"

12. "Okay, our first available appointment is [FIRST AVAILABLE TIME]. Will that time work for you?"
13. "To quickly confirm, we have your check-in time for [SERVICES SCHEDULED] scheduled for [APPOINTMENT DATE AND TIME] and noted you will be [TRANSPORTATION SELECTED]. We ask that you arrive as close as possible to your check-in time. When you arrive, your Service Advisor, [SERVICE ADVISORS NAME (if applicable)], will get you checked in, and will review your appointment details. After they have reviewed your concerns, they

will be able to give you an idea of when they expect the vehicle to be completed based on the flow of the service lane. Is there anything else I can assist you with at this time? Great, we look forward to seeing you. If you need to cancel or reschedule your appointment, please give us a call back and we would be happy to help. Have a great day!



Call Control