

## SPECIFIC USED VEHICLE

1. Hawkins Chevrolet, 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.