

## GENERAL USED VEHICLE

1. Hawkins Chevrolet, this is \_\_\_\_\_, how can I help you?
2. I would be happy to check on that for you.
3. What type of equipment are you looking for on the [MODEL]?
- 3a. Any other equipment like \_\_\_\_\_?
4. Is there a price range you were hoping to stay within?
5. Great! While I'm checking on what's available, I'll also check what might be coming in on trade over the next few days as well. It only takes about 15 minutes.
6. Are you calling from your cell, home or work?
7. What's the number there? And who am I speaking with? How do you spell your last name?
8. 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?
9. Mr./Mrs. \_\_\_\_\_ thank you for holding. **I've got great news.** We have over \_\_\_\_\_ quality pre-owned vehicles in stock. I checked with my inventory manager and he tells me there are at least \_\_\_\_\_ or \_\_\_\_\_ that he'd like to show you in the style and price range you were looking for.
10. Can you head over right now or would later today work better?
11. I have openings in my appointment book for \_\_\_\_\_ or \_\_\_\_\_.
12. Do you have a pencil handy?
13. 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 a vehicle 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 and let everyone know.
14. Do you know where we're located, on (street name)?      Reconfirm day/time, wrap up.