

# **OVERCOMING OBJECTIVES**

## **INCREASING YOUR CONVERSION**

### **Price Shopper:**

Mr./Ms. Customer, the best way to get the most accurate pricing on mechanical repair is to ...

- Schedule to bring the vehicle in so a certified Technician can determine what needs to be repaired.
- You will receive a 60 day no obligation written estimate for recommended Parts & Labor
- We offer 6 months of no-interest financing through Sunbit with a small down payment.
- I'm happy to schedule you now
  - Advise them of the first available days (today, tomorrow, or next week).
  - When would you like to come in?

### **Warranty Inquiries:**

Mr./Ms. Customer the best way to know if your Warranty will cover your mechanical repairs is to...

- Schedule to bring the vehicle in so a Certified Technician can determine what needs to be repaired.
- Your advisor will file a claim with the Warranty administrator who will approve or decline the recommended work.
- I'm happy to schedule you now.
  - Advise them of the first available days (Today, tomorrow, or next week).
  - When would you like to come in?

### **Requesting to speak with an Advisor:**

Mr./Ms. Customer, the advisors are busy assisting the scheduled customers whose vehicles are in our shop.

- Is your vehicle currently in the shop or are you looking to schedule yours for service?
  - **Status** (Vehicle is in the shop)
    - Do you have your advisor's name?
    - I will have them/the first available advisor give you a call regarding your status. What is a good contact number for them to reach you?
  - **Inquiry**
    - If this is a technical issue with your vehicle, the advisor won't be able to diagnose anything over the phone. The best way to speak with them is to schedule your vehicle.
    - I'll be happy to schedule you now.
    - If you still want to speak with an advisor before your visit, I can arrange for the next available advisor to call you before your scheduled date and time.