

1. "This is _____, may I help you?" **Make / Model:** _____

2. "Excellent choice...I'm familiar with that vehicle. It sounds like you know what you're looking for."

I'd like to confirm what options you're looking for in the vehicle

SUV / CAR / TRUCK LEATHER / CLOTH SUNROOF/NO SUNROOF AWD / FWD CREWMAX / DOUBLE
SEVEN / FIVE SEATS GAS/HYBRID RIGHT AWAY/FUTURE DARK/LIGHT COLOUR

3. Restate equipment. ____'So what we're looking for is a.....

4. "I'm going to check my availability... driving around without reason. It's going to take me about **5 or 10 minutes**; are you calling from home or is this your cell? And the number there is _____ and your last name is spelled _____ and your first name is _____. Nice to meet you!"

5. "I just thought of something — can you hold?"

6. Availability

i. HAVE THE EXACT

- Great news!
- I have that exact vehicle, but we need to act unless...

ii. HAVE A SIMILAR

- Great news!
- ...handful of choices... pretty nice match or two... but we need to act unless....

iii. DON'T HAVE

- Do you have to buy it today?
 - Sounds like you're committed instead of settling.
 - OK, I have a better idea of where you are... even if it takes time?
 - When is better for us to meet? We have a test drive vehicle here, have you seen the vehicle up close
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7. Appointment Options

"Today or tomorrow?" "Morning, afternoon or evening?" **Time:** _____

"I have something going on at..." "(East / West) Would ____ be OK?"

8. "Do you have a pen handy? I'll wait. My name is _____ and our appointment is for _____."

9. "Do you know where we are located? So you'll be coming from _____?"

10. "If you're running late, give me a call, OK?" *(Pause)* "I'll return the courtesy to you if something happens to me. By the way, if something should happen, what's the next best number where I can reach you?" _____

Notes:



WEST EDMONTON MALL
TOYOTA

