

WEMT Phone-Up Card

Date: _____ Time: _____ PA Name _____

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

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: