



WEST EDMONTON MALL TOYOTA

Customer name _____ stock # _____
email _____ vin _____
telephone _____ model _____

Prior to customer arrival

- _____ all accessories are installed
- _____ owner's manual ready
- _____ full tank of gas
- _____ vehicle fully cleaned
- _____ maintenance schedule printed

Vehicle customization

- _____ download Toyota app on customer's smartphone
- _____ program roadside assistance number customer's phone 1 888 869 6828
- _____ review of owner's manual
- _____ review of warranty coverage/maintenance schedule/first service appointment
- _____ registered connected services with customer

Vehicle presentation

- _____ customer has been provided with an opportunity to examine the vehicle.
- _____ explanation/demonstration of features on my vehicle
- _____ all questions are answered to my satisfaction.

Dealership orientation

- _____ service drive through tour and explanation of service process
- _____ introduce a parts representative
- _____ introduce a service representative
- _____ referral program
- _____ follow up program.
- _____ installed wem Toyota app
- _____ I will recommend WEM Toyota to my friends and family and will provide a score of 10 when I receive the emailed survey

Customer acknowledgement

- _____ reviewed proper floor mat installation. only one set of floor mats to be used at one time (initial) _____
- _____ reviewed wem Toyota's privacy policy
- _____ I acknowledge that all items checked above have been thoroughly reviewed with me.
- _____ my vehicle is equipped to my satisfaction and delivered to me to my complete satisfaction.
- _____ I received 2 keys with my vehicle

Customer Signature _____ Sales Manager Signature _____

Comments _____