



# 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. <https://www.wemtoyota.com/privacy.htm>
- \_\_\_\_\_ 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 \_\_\_\_\_

