

Phone Enquiry Note Pad

Slow down, smile, answer enthusiastically and be prepared to take notes

1. The greeting

Good morning, Browns Motors, this is (my name). How can I help you?

2. Ask questions, listen and take notes

OK. I can help you with that. I just need to grab some more information from you.

Firstly may I ask who I am talking to.....?

You said it's a? How many Kms.....?

Why do you suspect you need a?

More questions.....

.....

.....

.....

.....?

3. Build value and prescribe course of action

OK (callers name), based on what you have just told me I would recommend

.....

Once we have done this I can give you an estimate of anything that needs repairing and I can explain to you all of your options.

4. Assume sale and book them in

I can squeeze you in right now or we have some time available on

Which time suits you best.....?

5. Get their details

Can I just confirm the spelling of your surname.....?

What is your best contact number.....?

6. Thank and confirm

OK (callers name), I have scheduled in for at o'clock.

Is there anything else I can help you with.....?

Once again my name is (my name). I'm the (position) at Browns motors and I look forward to seeing you at o'clock.