

# Incoming Sales Call Prompts

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Time of call:  Call handler (initials):  Date:

**"[Your dealership name] / sales department [your name] speaking can I take your name please?"**

Title/First Name:  Last Name:

**"In case we get disconnected, can I take a contact number please?"**

Contact no:

Repeat number back to customer to confirm it is correct and tick here:

**"How can I help?"**

*Take notes on the vehicle of interest, purchase timescale. Listen, answer questions, make lots of positive can-do noises and confirm you are the person to help them with their enquiry. Ask open questions about current vehicle.*

Notes on enquiry

Vehicle of interest:

*If appropriate, suggest an appointment is best way forward: **"What day is best for you to come in? Morning or afternoon? Say XX am/pm?"***

Appointment achieved? Y / N    Date:  Time:

Tick to confirm you have arranged for the vehicle to be available:

Next action agreed with customer:

**"OK Mr/Mrs XX, I will look into your enquiry and send you an email with the relevant information / appointment confirmation for you. Can I take your email address please?"**

Email address:  Other contact no:

Postcode & first line of address (if appropriate)

Please tick here when the customer has been loaded onto CRM:

Please tick here when the customer query has been actioned:

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