

SERVICE ADVISOR UPSELLING PROMPT SHEET



The Service Advisor should cover the following points when handing the car back to the customer

- Sit down with the customer. Remember your conversation from the morning, ask how their day went.
- Explain what was found on any repair / diagnostic work.
- Explain what the Vehicle Health Check (VHC) found.
- Ask why the customer chose not to get any red safety related work done, handling any objections that the customer raises and explaining the importance of getting these issues rectified.
- Explain the benefit of using a main [make] dealership and reassure that you are competitively priced. Try to re-book.
- Ensure that the customer signs a disclaimer if they insist on taking their car away with red safety related items not rectified (*you must use the word 'Warning' in the wording of this*).
- Explain that you will contact the customer at the relevant time with reminders about the amber work.
- Explain the MOT advisory's, service sheet.
- Explain the invoice by detailing in full the work that has been carried out to justify the invoice cost.
- Take payment. This is a great opportunity to sell a service plan!
- Explain that they will receive a follow up call the following day to check they are happy with their car.
- Explain the manufacturer may also call in a week or so to ask about their service experience.
- Walk the customer to the door and point their car out to them.