CURRY AUTOMOTIVE



SERVICE BDC WORD TRACKS

updated december 2022

BDC Focus and Expectations

High energy on EVERY call

DO NOT SOUND
MONOTONE

WE ARE NOT

'appointment setters'

Our goal is a great PEOPLE experience

It's mot 'ANOTHER PHONE CALL'. It's PEOPLE who need to hear help and empathy in your voice

You will be continually trained and held to a high standard

Your calls will be monitored and reviewed with you. You must use the scripts and your voice properly

00xtime

- 1. A Bright & Positive Greeting
- 2. Find or Add the Customer
- 3. Reason for Visit
- 4. Bring the Vehicle Up to Date
- 5. Set the Appointment
- 6. Confirm the Cell #
- 7. Arrival Instructions

Al Bright & Positive Greeting



THANK YOU FOR CALLING THE (CURRY HONDA) SERVICE CENTER, NOW SERVICING ALL MAKES AND MODELS.

THIS IS (NAME.) HOW CAN I HELP YOU TODAY?

(RESPONSE)

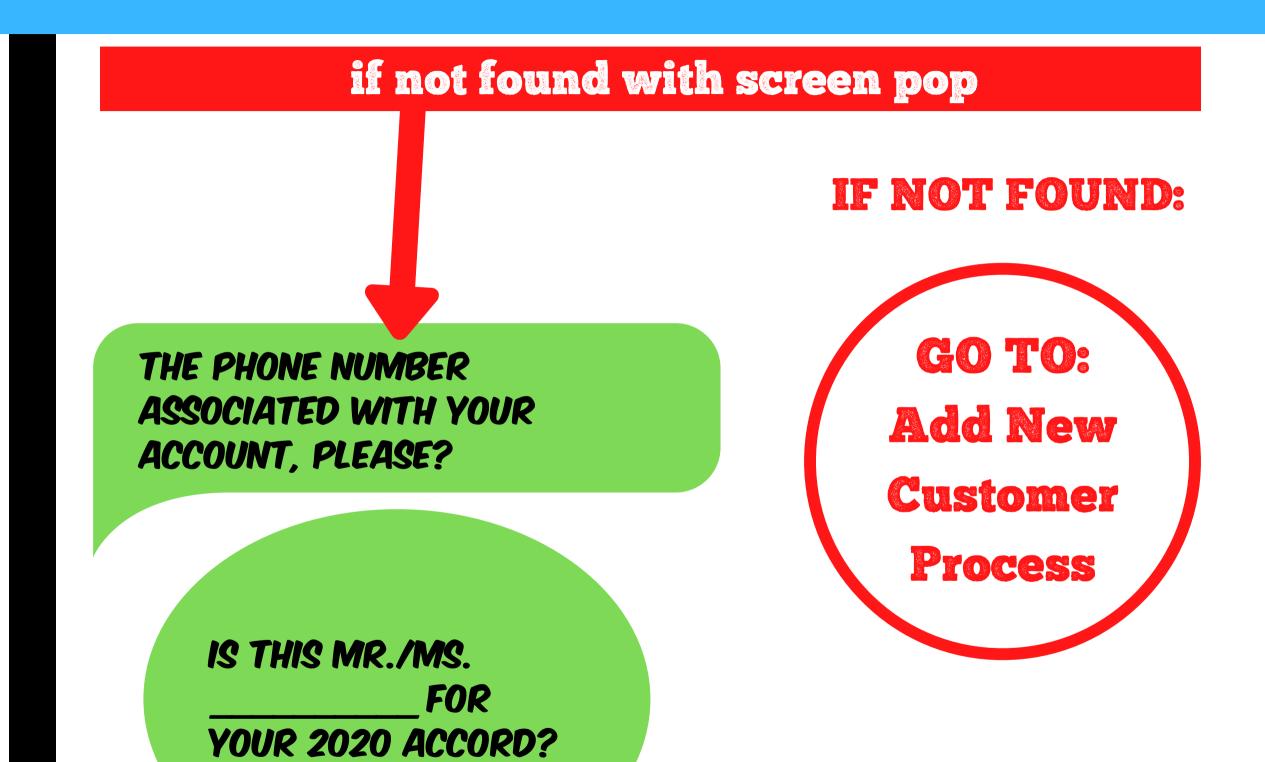
SURE! I CAN HELP YOU WITH THAT!

Find or Add the Customer

if found with screen pop

IS THIS MR./MS.

FOR
YOUR 2020 ACCORD?



Reason for Visit

(RESPONSE)

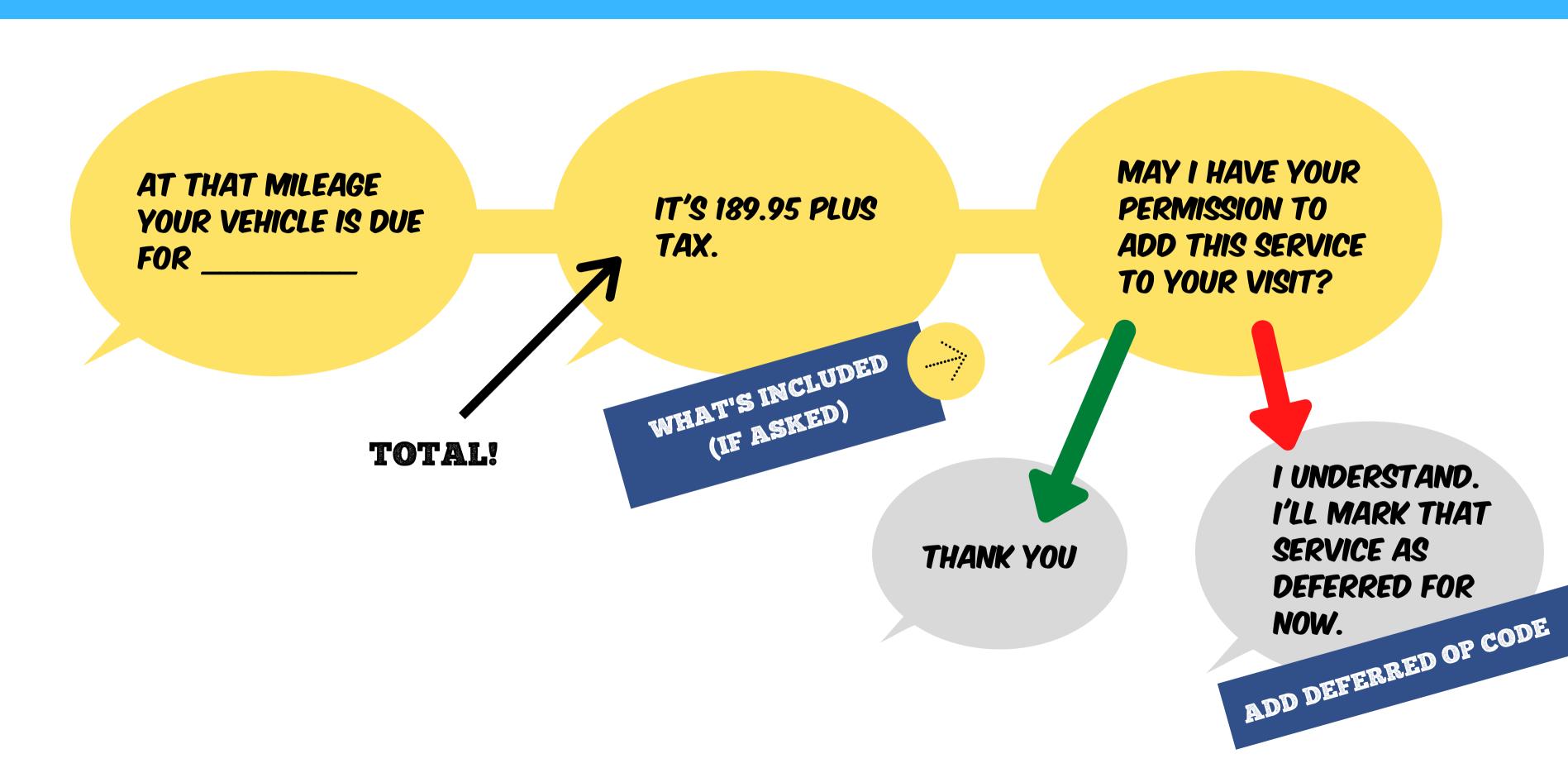
WHAT DID YOU NEED TO BRING THE VEHICLE IN FOR?

AND WAS THERE ANYTHING ELSE?

GREAT!

DO YOU KNOW THE CURRENT MILEAGE ON YOUR CAR?

Bring the Vehicle Up to Date



Set the Appointment

ARE YOU ABLE TO DROP THE VEHICLE OFF FOR THE DAY OR DID YOU NEED TO WAIT FOR IT?



WE WOULD NEED THE VEHICLE DROPPED OFF FOR THE DAY.

Note: If they request to wait, we MUST offer the afternoon slots first unless the client has already told us they need the morning.

I AM CHECKING THE SCHEDULE NOW....

OUR NEXT AVAILABLE
DROP/WAIT
APPOINTMENT IS FOR
MONDAY OR ANY DAY
FORWARD.

(RESPONSE)

GREAT! I'M SETTING THAT APPOINTMENT FOR YOU RIGHT NOW.

SO, I HAVE IN FOR (MONDAY AT 1:15.)
BEFORE YOU GO, HAS YOUR HOME OR
EMAIL ADDRESS CHANGED SINCE YOUR
LAST VISIT?

Confirm the Cell

IS THE NUMBER ENDING
IN (8927) THE BEST ONE
TO SEND A TEXT
CONFIRMATION TO?

Arrival Instructions

DO YOU KNOW WHERE
TO GO AND WHAT TO DO
WHEN YOU ARRIVE AT
THE DEALERSHIP?

MES

WHEN YOU ARRIVE AT THE DEALERSHIP, LOOK FOR THE DOORS UNDER THE SERVICE SIGN. WHEN THEY OPEN YOU CAN PULL RIGHT IN. PLEASE REMAIN IN YOUR VEHICLE IN THE SERVICE DRIVE.

SOUND GOOD?

WE'LL SEE YOU ON MONDAY AT _____.

THANK YOU FOR CHOOSING (CURRY ACURA.) AND ENJOY THE REST OF YOUR DAY.

(IF CUSTOMER SAYS THANK YOU)

MY PLEASURE!