

The Visual Inspection

The Greeting

GREETER RECOGNIZES CUSTOMER (APPT)

Good morning Mr. Smith!
Welcome to Curry Honda.
My name is _____
How can we help you today?

I see you'll be working with _____

Give me one moment and I'll let Patrick know you're here.

GREETER NO APPOINTMENT

Good morning!
Welcome to Curry Honda.
My name is _____
How can we help you today?

Sure, I can help you with that.

Let me get you an advisor.

ADVISOR RECOGNIZES CUSTOMER (APPT)

Good morning Mr. Smith!
Welcome to Curry Honda.
My name is _____
I'll be your service advisor today.

ADVISOR NO APPOINTMENT

Good morning!
Welcome to Curry Honda.
My name is _____
How can we help you today?

Sure, I can help you with that.

What would you like to have done today?

The Greeting



It says here you're here for _____, is that correct?

Was there anything else?

Mr. Smith, may I have your permission to enter your vehicle and check your mileage?

- lights on
- look for indicators
- pop the hood

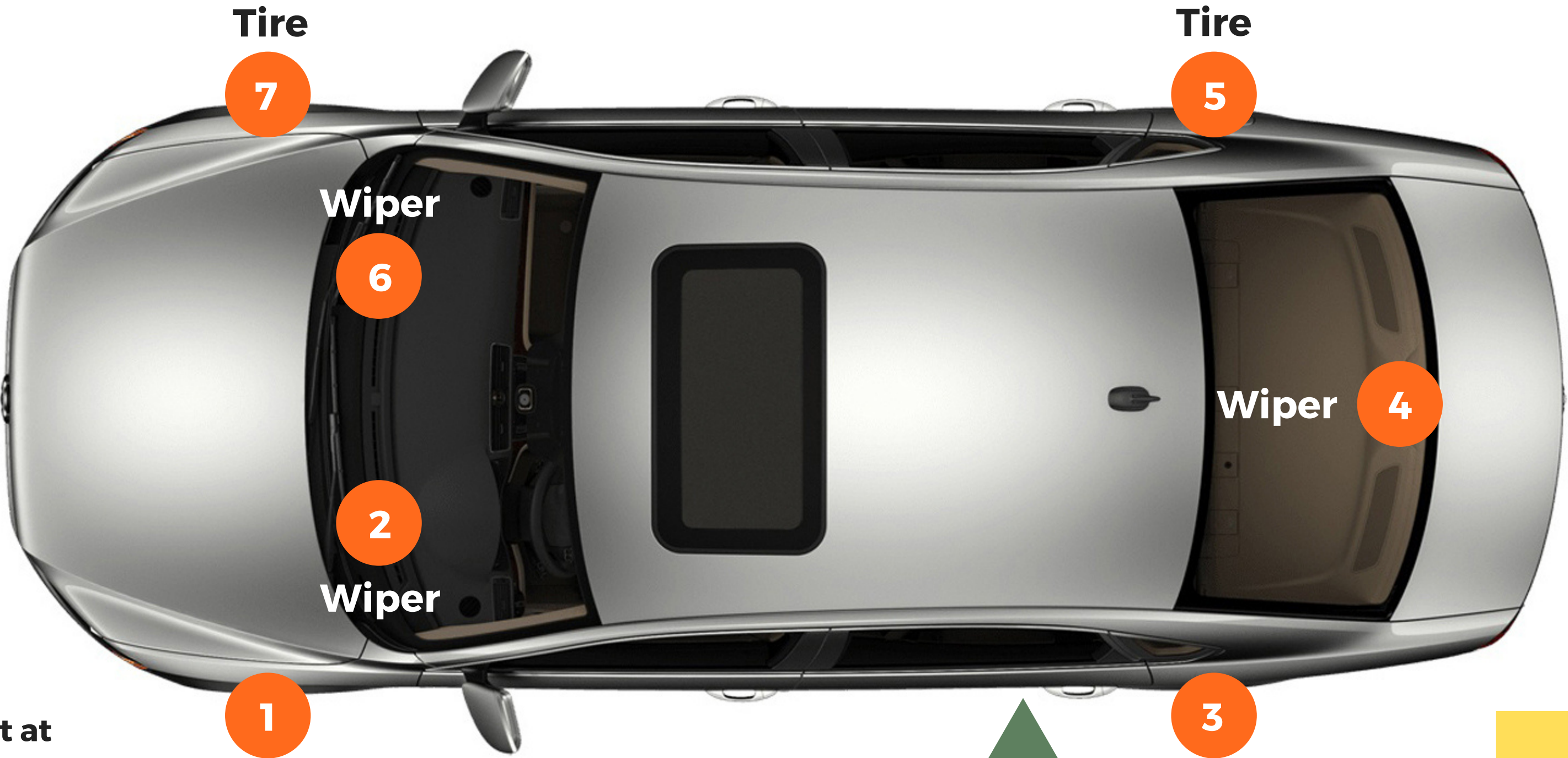
exit the vehicle. announce the miles to the customer.

Mr. Smith, I'm going to conduct a quick visual inspection of your vehicle. I'm looking for any obvious issues such as **tire sidewall damage, wheel damage, your headlights and taillights, and the condition of your wipers.**

Follow me.

- **tires**
- **wheels**
- **lights**
- **wipers**

The Visual Inspection



end

start

Tires start out at 10/32nds of tread, we replace them when they are 4/32nds or less.

.. and we will review your tire measurements... and your alignment... in just a minute.

customer lives where?
read the car

at the front of car with hood open

We've topped off your washer fluid and checked your battery.

if applicable

The balance of the Multi-Point Inspection will be conducted by your technician.

Last night while I was preparing for your arrival I checked for any open recalls...

And I'm happy to say there are no open recalls at this time.

Okay Mr. Smith, we're going to go ahead and take care of the work you've requested.

In addition, based on our visual inspection and your vehicle history, I'm also recommending the following:



Ask for the Order



- pre-write recommendations
- review tire and alignment results on the screen
- any other items from the visual inspection

You need _____ (because) _____.

It will be \$_____ plus tax. It's going to take about _____. And then everything will work the way it's supposed to. Sound good?

Set Expectations

Mr. Smith, with your permission I'd like to have a complimentary estimate prepared to address the _____ I noticed.

if found

May I have your permission to go ahead and do that?

DROP

THREE status updates during the day



Whats the best number to reach you at today?

Do you prefer texts or calls?

