



active delivery

Electronic (EMAIL, TEXT, SOFTWARE) communication should be our first choice. This includes customers waiting at the dealership.

PREPARING FOR CUSTOMER ARRIVAL

VEHICLE
UPFRONT
OR IN DRIVE

HEAT OR
A/C
ACTIVATED

ACTIVE
MANAGEMENT
THANK YOU

CUSTOMER ARRIVAL



A warm and focused welcome.

- Have a good day today?
- How was work today?
- Still raining out?
- All ready for the snowstorm?
- Watching the game tonight?
- say.... SOMETHING

1

Explain the Work Performed Today



2

Perform a Multi-Point Inspection Review



3

Explain Next Services Due and When



4

SELF Checkout
NO Cashier!



5

Set the Next Appointment



ESCORT TO VEHICLE



Mr. Smith, I hope we have given you the service experience you expected.



What other makes and models do you have in your household?

Great! We can now perform service on all of your vehicles.

So please consider us for those vehicles as well. Ok?

A JETTA
AND A
JOURNEY

FOLLOW UP

NEXT DAY

Call or text and make sure that everything is good with their service experience. Thank them again for choosing your dealership and tell them to call if they ever need anything.