

Curry Automotive

Visual Inspection

2025

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)

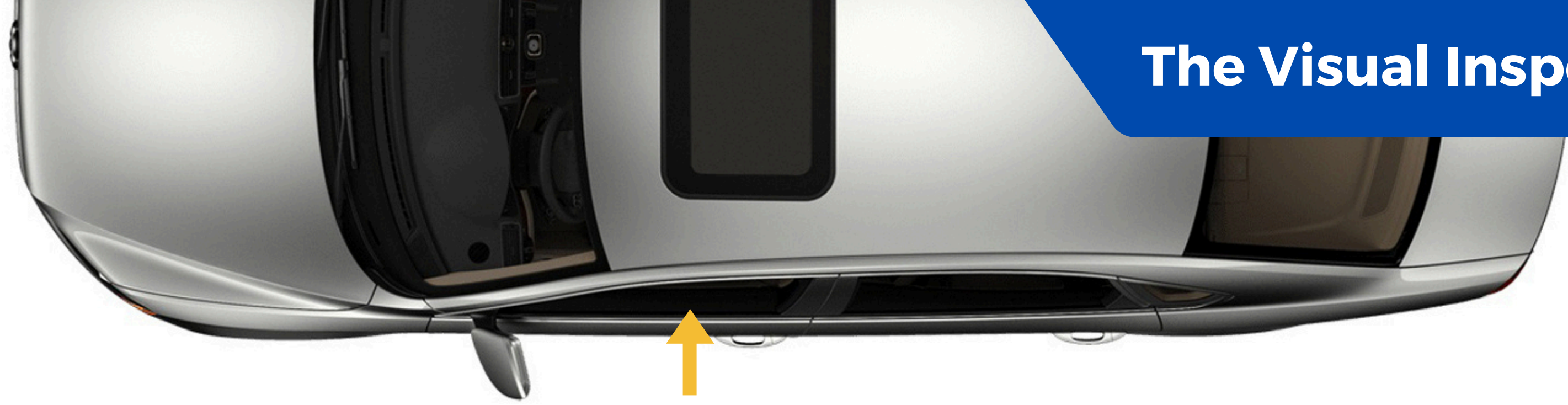
Good morning Mr. Smith!
Welcome to Curry Honda.
My name is _____
I'll be your service advisor today.

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?

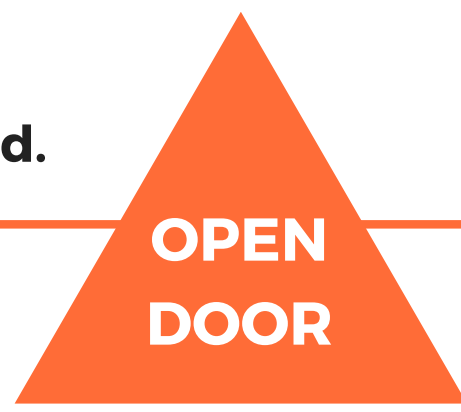


1 THROUGH WINDOW

Good morning, Mr. Smith! Welcome to _____.

My name is _____ and I'll be your Service Advisor today.

Let's get you started.



2 OUTSIDE OF VEHICLE

Thanks for being on time!

Mr. Smith, I understand you are here for _____.

Is there anything else you'd like us to take a look at today?

3

May I have your permission to enter your vehicle and check your mileage?

Great, thank you. If you wait RIGHT HERE, we'll then perform a quick visual inspection of the car together.

Sound good?

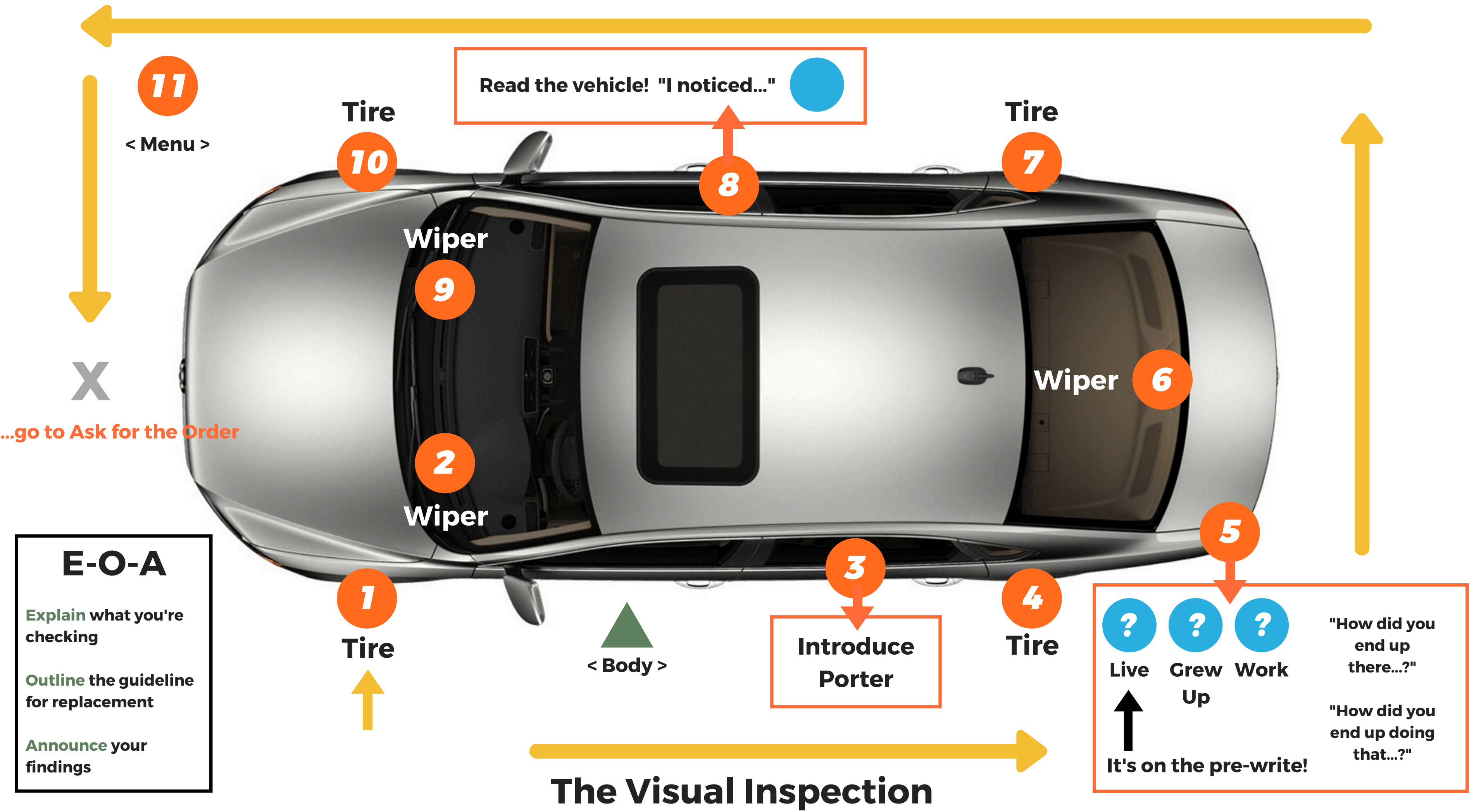
- 4**
- 1. Enter vehicle.
 - 2. Start vehicle, cut wheel to the right, and pop the hood.
 - 3. Exit vehicle.

If using Hunter Quick Check (or similar) no need to turn the wheels

You've got _____ miles.

Follow me, Mr. Smith.

...go to Visual Inspection



E-O-A

- Explain what you're checking
- Outline the guideline for replacement
- Announce your findings

Read the vehicle! "I noticed..."

Introduce Porter

? ? ?
 Live Grew Work
 Up
 It's on the pre-write!

"How did you end up there...?"

"How did you end up doing that...?"

The Visual Inspection

11
 < Menu >

Tire
10

Tire
7

Wiper
9

Wiper
6

2

Wiper

1
Tire

< Body >

3

4
Tire

5



11

< Menu >

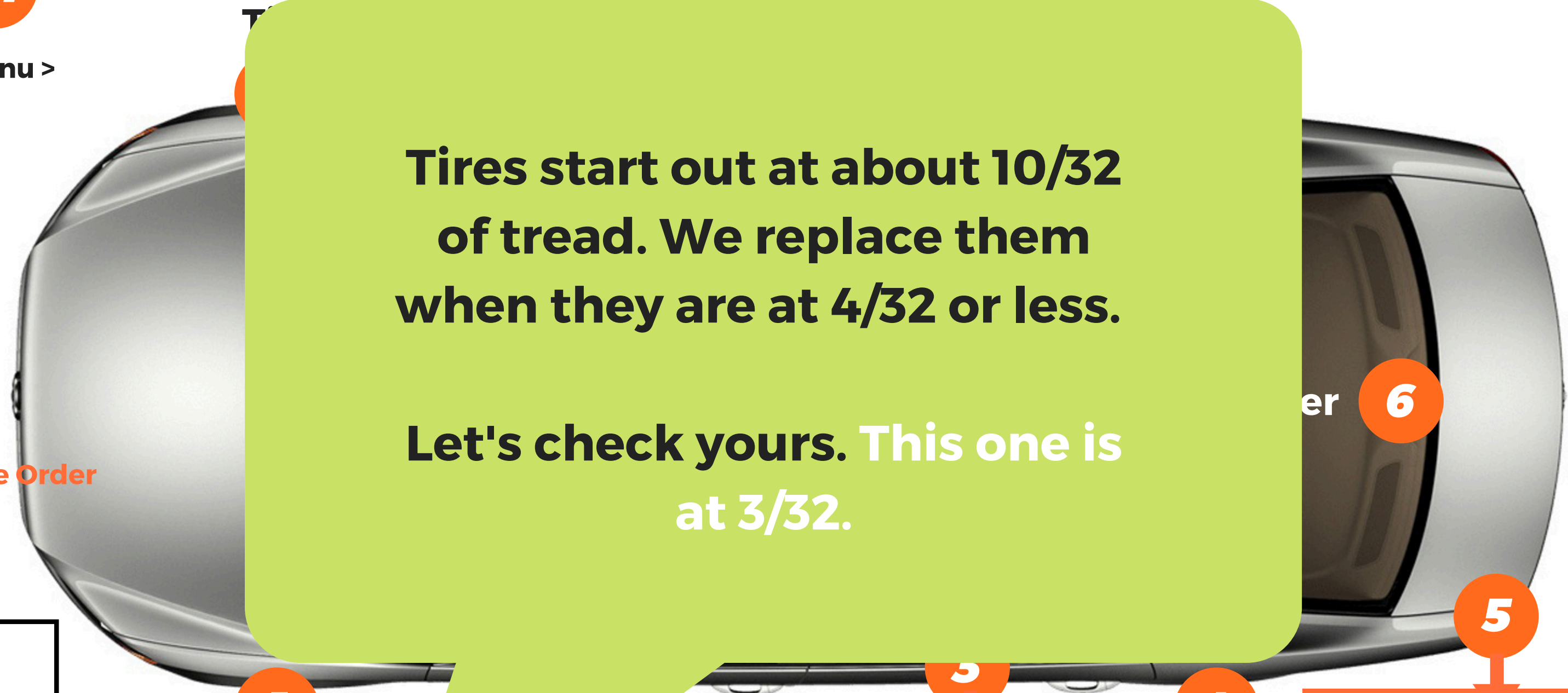
Read the vehicle! "I noticed..."

Tires start out at about 10/32 of tread. We replace them when they are at 4/32 or less.

Let's check yours. This one is at 3/32.

X

...go to Ask for the Order



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< Body >

3

Introduce Porter

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Tire

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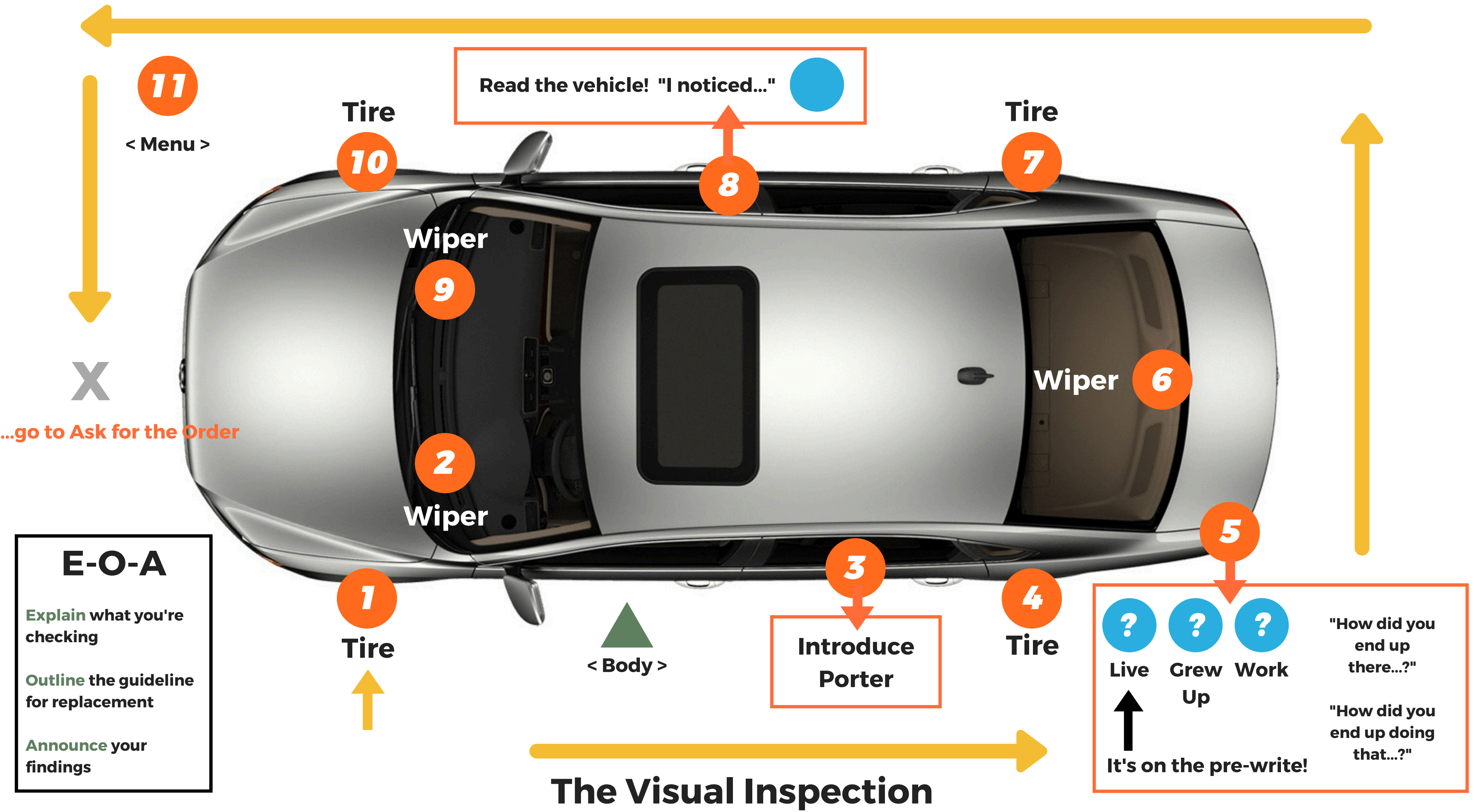
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The Visual Inspection



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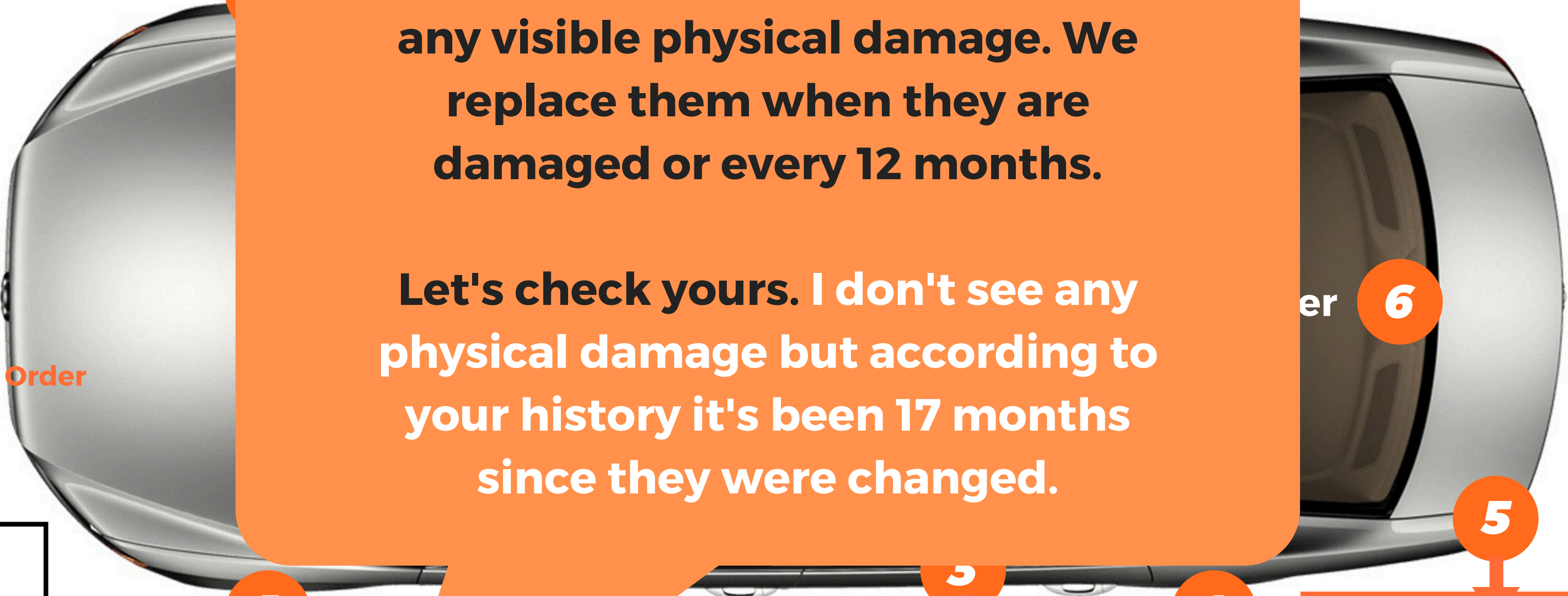
Read the vehicle! "I noticed..."

I'm going to check your wipers for any visible physical damage. We replace them when they are damaged or every 12 months.

Let's check yours. I don't see any physical damage but according to your history it's been 17 months since they were changed.

X

...go to Ask for the Order



E-O-A

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< Body >

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Introduce Porter

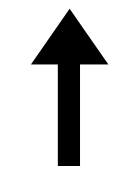
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Live Grew Work
Up



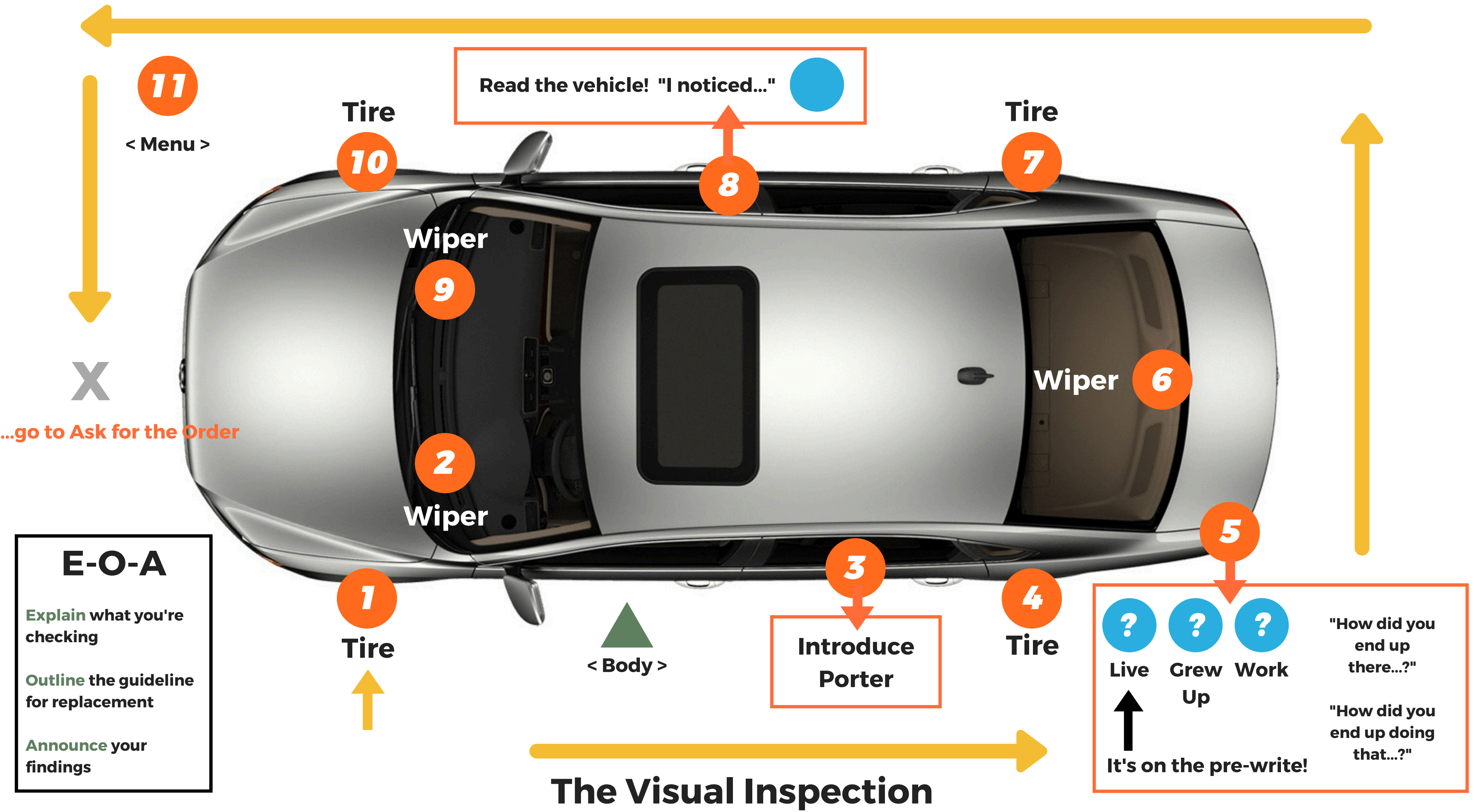
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We've topped off your washer fluid and checked your battery.

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:



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.

Body Shop Estimate

Dent Removal

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

Wheel Damage

DROP

Mr. Smith, we're going to deliver a connected service experience today.

I will contact you no later than 10 with your first update or when your vehicle has moved to Active Status. The next update will be no later than 2pm. And one additional update after that to let you know when your vehicle is ready for pickup.

Sound good?

GUEST

I'm going to keep you updated by text message. May I have your cell number and permission to do that?

