

Service booking questionnaire: Phone Conversation Guide

Answer the call. Car House XYZ, you talk to Ronald Service provider:

Hello....

1: Ask for the reason for the call. "What can I help you with?" Or "What can I do for you?"

2: Check customer information, or register them. Name, address, phone number

3: Check the car information, or register them - please pray. about getting faxed:

Registration certificate, registration number, number of kilometers, type

car, gasoline / diesel, first registration, sight

4 Customer wishes / affairs Key action: what, when, where, how often?

5 Nightly wishing. Spread of reception times: date, time, return time

6 Further wishes "Is there anything else we can help with?"

7 Submission Request Dialog Reception

8 Service Counselor's Name "Svend Svendsen takes care of you and your car."

9 Offer replacement mobility actively.

Pickup and drop service, bus / taxi, replacement car, replacement bike, etc.

10: Remember which papers are going to be allowed. Service letter, registration certificate, driving license

11 Summarize the agreed. Agreement, Service Advisor

12 Thanks for the call. "Thank you for your call. We look forward to seeing you."



LEARN HOW TO PUT THE
**CUSTOMER
FIRST!**