**Anytime Script**

Ringing …. Thank you for calling anywhere automotive …

Yes, could you tell me how much you would change me for a front brake job?

What type of conditions are you experiencing with you brakes?

I hear some squeaking and grinding when I come to a stop….

ANYTIME you are experiencing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, you need to have that inspected by one of our ASE certified trained technicians…… At no charge to you, we will provide you with a complete written estimate.

Is now a good time to bring in your vehicle?

OR

Would now be a good time for us to pick up your vehicle?

**\*Then tie it down …**

**The Instant Close**

Do you, Can you…..

ABSOLUTLEY…. Is now a good time to bring in your vehicle?

OR

ABSOLUTLEY…..is now a good time for us to pick up you vehicle?

**Why Phone Skills?**

1. Get the vehicle to the shop

2. Consistency

3. Professionalism

4. Time Management

**Eight… Rules for phone skills**

1. Answer within 2 rings

2. No pricing on most / oil changes ok

3. Answer questions with questions

4. Listen - Listen - Listen - Listen

5. On hold MAX 25 seconds

6. Close – Close - Close - Close

7. Follow the scripts

8. Smile

**The Oil Change Script**

How much do you charge for an oil change?

We have a fantastic special on our oil change service…they are $29.95 plus the sales tax. That includes up to 5 quarts of our standard oil, a new oil filter, as well as a 19 point courtesy inspection performed by one of our ASE Certified technicians …… IS NOW A GOOD TIME?

**THEN …Tie is down**