

Selling Recommendations to Waiting Customers – Procedure

1 Did we offer them an Uber or Lyft?

2 Did we offer to take them home?

Then, if needed, either pick them up or deliver the car to them.

3 Did we offer them a rental or loaner car?

Use common sense on who we offer loaners cars to. Would you want them to drive your car?

If we are not offering the transportation options listed here, why not?