

Seven Ways to Get More Cars on The Schedule.

1 Ask during drop-off.

Ask if there is anything else to check “while the car is already here.”

Ask if the vehicle had its “Annual Inspection.”

Ask if we can take care of one of the previous recommendations “while the car is already here.”

2 Attempt to make every contact into an appointment.

Email

Phone

Text

Walk-in

Website form

3 Call missed appointments.

Call them and offer to reschedule.

Do they need a shuttle, Uber, pick up and deliver, or a loaner (known customers)?

Set a time ____ of day.

4 Call incomplete appointment forms.

Call and ask them if you can help them in any way.

Set a time ____ of day.

5 Call quotes from our SMS software.

Call and ask for an appointment.

Set a day ____ and time ____ each week.

6 Call previously recommended.

Call customers after 30 days.

Offer them our progressive discount special.

Set a day ____ and time ____ each week.

7 Say Yes

Say “Yes” to anything as much as possible within our number goals.