MOC VIRTUAL TRAINING

Walk Around Worksheet

What are the "Goals" of todays training?

What are the 3 reasons for performing the Walk Around?

What are 3 of the 4 reasons for selling tires at the dealership? (Any 3 of the 4 are acceptable)?

What are the 5 of the 7 legitimate reasons to recommend an alignment on the service drive?

You have an opportunity to be 1 of 2 advisors with every customer. Who are they?

How can you start the process of "Building a Relationship" during the walk around?

What is included in the "Pre-Check in Checklist"?

What is the advantage to the customer when we have either the Pre-Check in Checklist or a tablet during write up?

Where should you be standing to meet and talk with the customer while they are in the car?

Why is it important where you stand while speaking with the customer?

What kind of questions do you want to ask regarding a customers concern?

What is the definition of an open ended question?

Give 3 examples of "Open ended question" regarding a "check engine light"

What is the last thing you want to do before you introduce the multi point inspection process?

How do you introduce the inspection process and get it started?

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