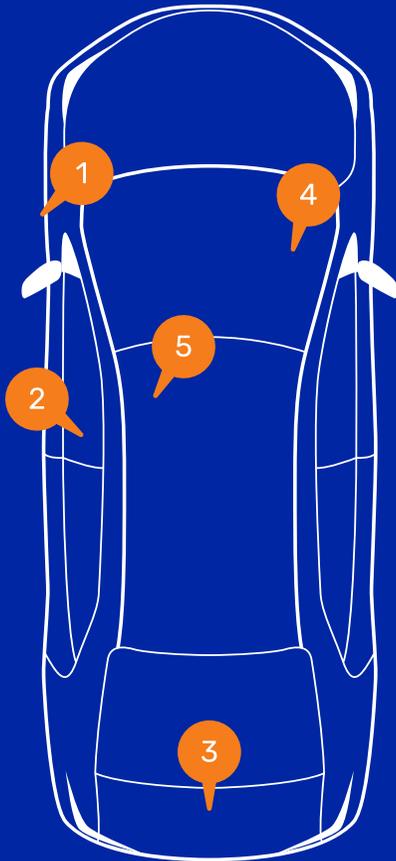


# Vehicle Preparation

- ✓ *Vehicle clean and tidy inside and outside*
- ✓ *Vehicle isolated from other stock on the dealer forecourt*

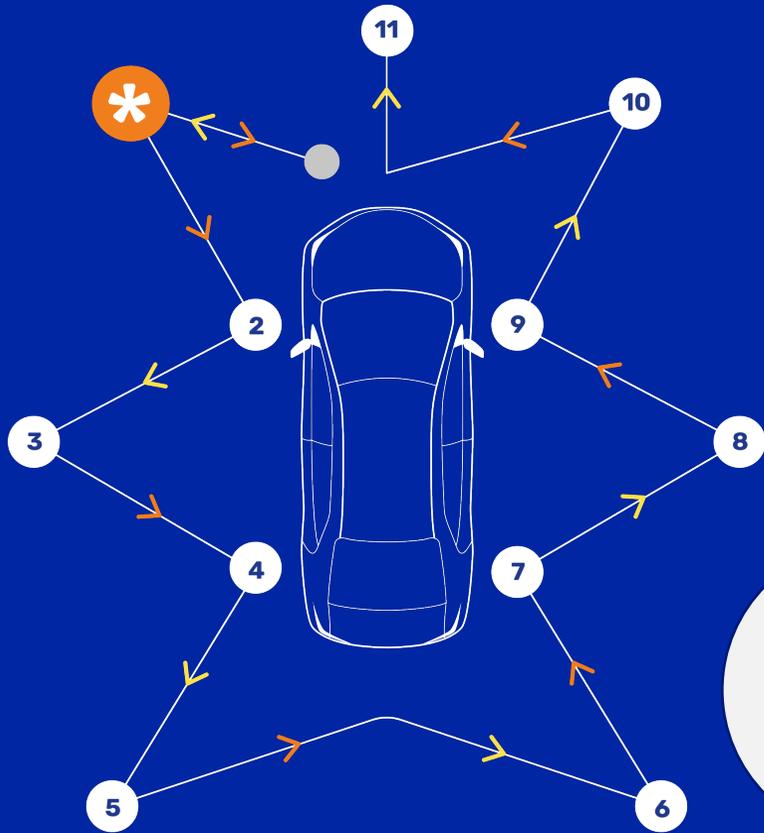


1. Front wheels turned to near side to see front tyre tread
2. Close all windows and doors when doing internal presentation Engine should not be running
3. Rear boot or hatch to have luggage or similar item to show scale and size
4. Vehicle Mileage displayed for customer to compare with service book information
5. Vehicle service book\* open and on display on passenger seat \*where available

# Star Walk Around

## Enquiry

- ✓ Always start and finish the video on you
- ✓ Make sure there is enough room around the vehicle to Record
- ✓ Make sure the vehicle is spotlessly clean & in a suitable area
- ✓ Ensure that customer is advised of your next action
- ✓ Ask customer to Rate The Video and leave comments



**Note:** Remember to focus on areas the customer has asked about, highlighting the features and benefits.

Hello Mr/Mrs/Miss (CUSTOMERS NAME). My name is (SALES EXEC NAME) your sales executive from (SITE NAME)

We spoke earlier about (INSERT MODEL DETAILS)

I would like to give you a preview of the vehicle (*use the Star technique*)

- ▶ Signpost your next interaction with the customer

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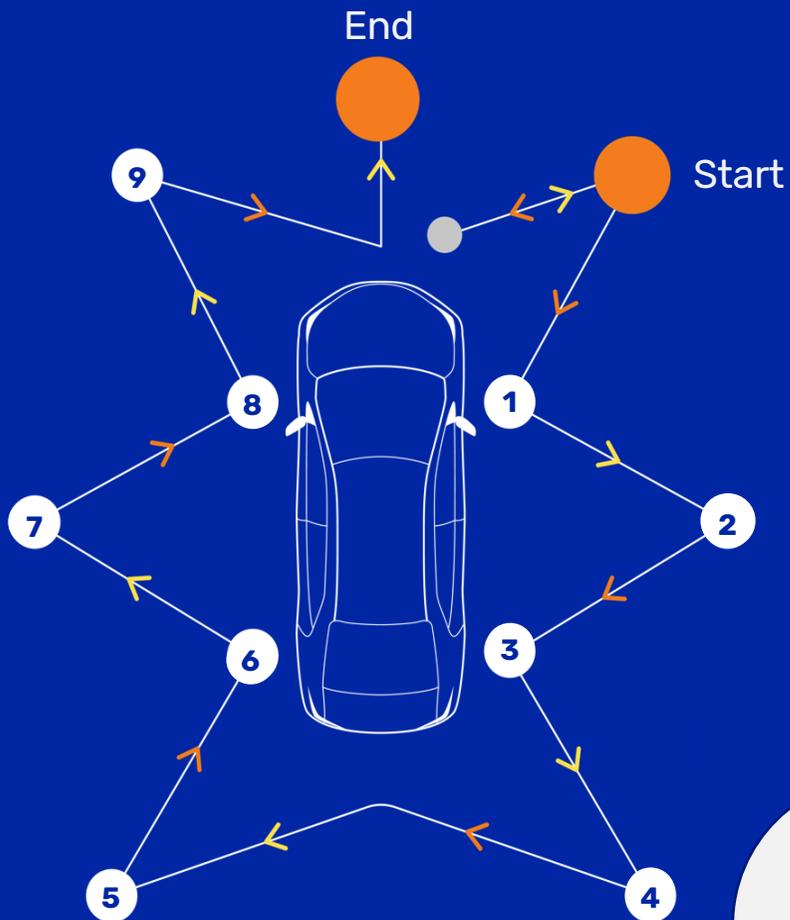
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