

Previous Recommendations when making appointments and during drop-off.

1 Watch for out-of-date prices on old previous recommendations. Update as needed.

2 Check for duplicate previous recommendations and delete the oldest one.

3 Review the order of the previous recommendations and change it to what you think might work best if rearranging the order might help with selling.

4 Example: Maybe put them in order of price, with the lowest at the top so the first one the customer sees is the least costly.

5 ALWAYS mention it to the customer when there are previous recommendations on their car.

6 ALWAYS attempt to sell at least one of the previous recommendations. This one thing can make a big difference at the end of the week.

7 The final invoice total is often directly related to how much you sell before we service the car.