

APPOINTMENT PROCESS



“The success you want **tomorrow** depends on the actions you take **today.**” - Shane Eubanks

APPOINTMENT DETAILS:

customer(s) name	phone	email	salesperson name
vehicle of interest	appointment date/time	sales manager receiving appointment sheet	
notes:			time of appointment confirmation

APPOINTMENT PROCESS:

- Appointment is set by the salesperson.
- Appointment is opened in VIN Solutions by salesperson.
- Appointment sheet is filled out by salesperson.
- Sheet is immediately brought to a Sales Manager to be confirmed.
- Appointment is called by manager and confirmed in VINS.
- Confirmation email with map to the dealership is sent.
- Appointment is written on the board to track shown and sold.
- iCalendar invite is sent to customer.
- Short video is sent to personalize the VIP appointment experience.
- Appointment is texted 30 minutes prior to appointment time.
- VIP appointment vehicle Hang Tag is filled out and placed in the vehicle.
- Vehicle is staged in “VIP Sold” line.
- Prepare a file with paperwork prepared to begin the car deal.
- No-show appointments will be followed up with twice daily until they reschedule their VIP appointment.