

Walk-Around Checklist

The objective of the Walk-Around is to **Engage the Customer** with **Enthusiasm** while **Taking Action**.

Your actions here exhibit your professionalism and give the customer time to ask for more services or learn about issues you may initially uncover.

Use the checklist below to remember what actions to take during the Walk-Around. You can also watch this video for a full demonstration:

<http://www.dealer-boost.com/tools-2/service-boost/>

<input checked="" type="checkbox"/> ACTION	EXAMPLES
<input type="checkbox"/> Invite the customer to look at their vehicle with you	Go together and look at key items Talk about how they use their vehicle, likes/dislikes Compliment the customer: how they maintain their vehicle, their choice in vehicle; something to acknowledge and appreciate them personally
<input type="checkbox"/> Capture vehicle mileage, VIN, and check oil change windshield cling	Use your tablet or notepad
<input type="checkbox"/> Check for interior damage	Retrieve personal items from vehicle if customer is leaving the dealership
<input type="checkbox"/> Check wiper blades	Move counter-clockwise around vehicle
<input type="checkbox"/> Check tires for wear	Use a gauge
<input type="checkbox"/> Check wheel wells for suspension	Use your flashlight
<input type="checkbox"/> Touch any body damage as you pass it	Ask if the customer would like an estimate on repair, if applicable
<input type="checkbox"/> Open hood for inspection	Use your flashlight Check belts, hoses, leaks, low master cylinder fluid

Want more detailed help with these concepts? Call DealerBoost at 512.507.9882 or send an email to support@dealer-boost.com to find out about our in-person coaching services.