

Vehicle Inspection Checklist

The objective of the Vehicle Inspection is to **Take Action** and **Exchange Information** with **Empathy**.

Before work begins, provide this information about the technician's diagnosis of the vehicle. Your actions here exhibit your professionalism and offer the customer the convenience of taking care of additional items while they are here.

Use the checklist below to remember what actions to take during the Vehicle Inspection.

<input checked="" type="checkbox"/> ACTION	EXAMPLES
<input type="checkbox"/> Show inspection form (paper or electronic)	Always ask permission to review the items Get a signature on the work order form and provide a copy for them to take
<input type="checkbox"/> Review major components	Build the value of your expert service
<input type="checkbox"/> Present findings	Have the customer follow along with their own copy, especially if you are speaking over the phone
<input type="checkbox"/> Summarize all the positives	Make sure they know about everything that is in good shape
<input type="checkbox"/> Share additional findings	Start with issues that should be addressed today (red light issues) Follow with any items that the customer should be thinking about for their next visit Support findings with photos, if applicable
<input type="checkbox"/> Establish follow-up for any needed work	Confirm contact info and when/how you will provide updates of the work progress if customer is not present
<input type="checkbox"/> Thank the customer	Say "Thank you for entrusting your vehicle to us"

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.