



JENSEN TIRE & AUTO TELEPHONE SCRIPT

- IT'S A GREAT DAY AT JENSEN TIRE & AUTO, THIS IS _____, HOW CAN I HELP YOU?!
- GET EXCITED AND KNOW ABOUT CURRENT OFFERS AND SPECIALS!
- IF ON HOLD: THANK YOU FOR HOLDING THIS IS _____, HOW CAN I HELP YOU?
 - GET THE CUSTOMERS NAME (WRITE ON NOTEPAD)
- DO YOU HAVE A SPECIFIC TIRE OR BRAND IN MIND?
- DO YOU HAVE THE TIRE SIZE AVAILABLE OR THE YEAR, MAKE AND MODEL OF THE VEHICLE?
(WRITE ON NOTEPAD)
- IN YOUR TIRE SIZE WE HAVE TIRES STARTING OFF AS LOW AS \$
- GIVE FEATURES AND BENEFITS OF TIRE SELECTION
- WHEN YOU PURCHASE TIRES FROM JENSEN YOU RECEIVE OUR DRIVEOUT INSTALLATION PACKAGE WHICH INCLUDES:
 - FREE LIFETIME TIRE ROTATIONS AND BALANCING
 - FREE FLAT REPAIRS FOR THE LIFE OF YOUR TIRES
 - FREE TPMS RE-SET
 - FREE ALIGNMENT CHECKS
 - FREE 30-DAY RIDE GUARANTEE
- THE 4 TIRES INCLUDING OUR INSTALLATION PACKAGE ARE \$ + TAX
- HOW DOES THAT SOUND TO YOU?
- CAN WE SCHEDULE AN APPOINTMENT TO HAVE THOSE TIRES INSTALLED TODAY?
- IF IT HELPS, WE OFFER UP TO 12 MONTH INTEREST FREE FINANCING
- WE GUARANTEE THE LOWEST PRICE IN TOWN
- IF YOU FIND A LOWER PRICE, WE WILL MATCH IT
- DO YOU KNOW WHERE WE ARE LOCATED?
- IS THERE ANYTHING ELSE THAT I CAN HELP YOU WITH TODAY?
- WHEN YOU COME IN ASK FOR _____, I WILL PERSONALLY MAKE SURE THAT YOU RECEIVE EXCELLENT SERVICE!