



CALL FLOW FOR HANDLING CHRISTY

The Oil Change Practice Bot

321-321-2276

1. Acknowledge and Start the Call

"Yes, I can help you with an oil change. My name is [Your Name]; what's yours?"

2. Exchange Names and Build Rapport

(Wait for response)

"Nice to meet you, Christy. Have you ever done business with us before?"

3. Service Declaration with Payment Plans

"Great! I want to let you know that we're much more than oil changes. We're a full-service shop that handles things like tires, brakes, and alignments. Plus, we have payment plans available in case you ever need them."

4. Ask for Vehicle Details

"Now, tell me, what is the year, make, and model of the vehicle we're working on today?"

5. Oil Change Service Details and Value

"With our oil change, we'll perform a 22-point maintenance inspection, check all the fluids, and rotate the tires if needed to make sure everything's in great shape. How does that sound?"

6. Offer Appointment Options

"We have availability today at 2:00 PM or tomorrow at 10:00 AM. Which time works better for you?"

7. Close with Reassurance

"We'll take great care of your vehicle when you come in. When would be a good time to schedule your appointment?"