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20 Questions (*I use when I train and talk to buyers in dealerships!*)

Who am I speaking with?

What vehicles have you been researching online?

What are you comparing it to?

What else?

What features do you want?

Do you have a timeframe?

How long have you been looking?

Have you found anything yet?

Have you had the chance to see anything in person or just online?

Have you driven anything yet? Seen the newest features?

What's going on with your car? Why are you in the market?

Have you had an expert give you an in person evaluation and offer yet?

Have your trade in offers only been online?

What features did you use the most in your current car that you want to carry over?

Are there missing features that you want on your next car?

Do you do a lot of a little driving every day? How many miles?

Are you familiar with our appointment process?

Do you know what to bring to your visit?

Can I text you my contact information?

Is your email still ___? Or, what is your email?

What are you doing right now? What's your day look like?

Will you text me an ETA when you are on the way?