



203

**ADVANCED DRIVEWAY  
SALES ADDITIONAL  
SERVICES**

**STEVE SHAW UNIVERSITY**



esv



# DRIVEWAY OBJECTIONS

1.

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2.

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3.

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4.

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8.

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9.

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10.

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# SALES

**SELLING** \_\_\_\_\_

**VS.**

**BUYING** \_\_\_\_\_

**WHICH IS BETTER?**

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# BUYING MOTIVES

\_\_\_\_\_ OF \_\_\_\_\_

\_\_\_\_\_%

\_\_\_\_\_ 4 \_\_\_\_\_

**N + V = S**



# VALUE PROPOSITION

**VALUE MUST OVERCOME COST**

**VALUE =** \_\_\_\_\_

**VALUE =** \_\_\_\_\_



\_\_\_\_\_ **+ NEED = SALE**





# RECOMMEND

**WHAT HAPPENS WHEN YOU RECOMMEND SOMETHING?**

**KEEP**

**OR**

**DELETE**

**THE FACTS ARE, THERE ARE ITEMS THAT REQUIRE ATTENTION.  
WHICH APPROACH CONVEYS THE IMPORTANCE OF THE REPAIR?**

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# QUARTER TIME

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**15 MIN** \_\_\_\_\_ %

**30 MIN** \_\_\_\_\_ %

**45 MIN** \_\_\_\_\_ %

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**1.0 = 15 MINUTES (LOF + ROTATE)**

**2.0 = \_\_\_\_\_ MINUTES COOLANT**  
+

**3.0 = \_\_\_\_\_ MINUTES ALIGNMENT**  
+



# MAINTENANCE IN DRIVE

1.

2.



# MAINTENANCE IN DRIVE

**1.** \_\_\_\_\_

**2. ADDITIONAL SERVICES** \_\_\_\_\_

**A.** \_\_\_\_\_

**B.** \_\_\_\_\_

**3.** \_\_\_\_\_



# ADDITIONAL SERVICES

1.

2.

3.

4.

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10.



# DEALER STANDARDS

## CAR & LIGHT TRUCK

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# DEALER STANDARDS

## HYBRID

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# DEALER STANDARDS

## DIESEL

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# MIN REQ (MINOR)

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| <b>5</b>  | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>10</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>20</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>25</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>35</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>40</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>50</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>55</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>65</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>70</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>80</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>85</b> | <b>LOF ROT +</b> | <b>FRIES</b> |
| <b>+</b>  |                  |              |



# MIN REQ (INTERMEDIATE)

## ADDITIONAL

**15** LOF ROT  
AIR & CABIN +

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**45** LOF ROT  
AIR & CABIN +

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**75** LOF ROT  
AIR & CABIN +

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## FRIES

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# MIN REQ (MAJOR)

## ADDITIONAL SERVICES

**LOF ROT**  
**30** AIR & CABIN +

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**LOF ROT**  
**60** AIR & CABIN +

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**LOF ROT**  
**90** AIR & CABIN +

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## FRIES

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# NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

# CONTACT

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