



STANDARD WORD TRACKS

STANDARD WORD TRACKS

Here are some basic word tracks that must be used during EVERY SINGLE PHONE CALL. These word tracks begin to steer the conversation in our favor and lead to the same couple objections that we can easily overcome.

INTRODUCING YOURSELF/ ESTABLISHING TRANSPARENCY

- “Hey, is your car still for sale? Great, my name is (name) and I'm calling on behalf of (dealership name), they want to buy your car. If the money makes sense or we can get close to your asking price would you mind selling it to them?”
- “Hello my name is (name) and I'm calling on behalf of (dealership name). My boss saw your ad online and he really likes the car, do you mind if I ask you some questions about the condition of your vehicle so that we can buy it from you?”
- “Hey im calling about your (make and model), is it still for sale? Ok great, well real quick I do buy cars for (dealership name), if we can get close to your asking price would you mind selling it to a dealership?”

VETTING A VEHICLE

When vetting a vehicle, it is important to get as much information as possible so we can make an informed decision. The questions below are the exact same questions the VETTX buying agents ask every single seller every phone call. Remember that the goal here is to buy their car, so don't be afraid to build some rapport during the process. You can access our vehicle vett sheet inside the VETTX platform and can be filled out digitally within the software. A sample image is displayed on the following page.

VETTX VETT SHEET

Tim

5305751750

2016 Lexus NX

Vett Sheet Updated By: Keith	Verify	Inspection Notes
Reason for Selling? Is this an Uber or Lyft Vehicle? <input type="text"/>	<input type="checkbox"/>	
Title Registration I Miles Correct <input type="text"/>	<input type="checkbox"/>	
Tire Condition I Brake Condition <input type="text"/>	<input type="checkbox"/>	
Windshield Condition I Cracks filled, replace? <input type="text"/>	<input type="checkbox"/>	
Body Damage I dents, scratches etc.. <input type="text"/>	<input type="checkbox"/>	
Dash Lights I Any check engine lights? <input type="text"/>	<input type="checkbox"/>	
Interior Condition I rips, tears, driver seat wear? <input type="text"/>	<input type="checkbox"/>	
Interior Smell I Smoking, pets? <input type="text"/>	<input type="checkbox"/>	

Save Sheet

HOW TO GET A BUY IT NOW PRICE

- “Like I said earlier, I'm calling on behalf of (dealership name). Selling to them has a lot of benefits. It's a safe/clean environment, their money is good, they take care of your payoff, and complete all DMV paperwork. With that being said, what is the lowest you'd take for it? Is that really the lowest or is there some more room?”
- “Sounds like you have a great car on your hands, everything checks out. (review vett sheet). It's definitely something we're interested in buying. I guess it just comes down to the money at this point. As far as price goes, I kinda wanna be around (number / starting figure / hit figure). Is that what you were thinking?”
- “The dealership can take care of this transaction today, with that being said what does the check have to say for you to bring your car in today and we can button this up.”