

Convenience Audit

1. How many rings before the phone is answered?
2. How are your phones routed?
3. How long does it take to find a parking place?
4. How much time does it take for a customer to be greeted in sales?
5. In the service lane?
6. How long do service write-ups take?
7. How long must a customer wait for a quick service LOF?
8. How can customers schedule service?
9. How long does payment take?
10. How long do techs wait at the parts counter?
11. How long to send a response to a lead?
12. How long to get the 1st pencil on a deal?
13. How long does it take to get in the F&I office for delivery?
14. How long to take delivery on a vehicle after the price is agreed upon?
15. How convenient is it to buy your products and services?

Questions? Call Hale Soucie **404-783-5780**
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