

Newsletter

Helping to provide the best in client and customer satisfaction!

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Five O'clock Shock ... it's no way to improve CSI!

The five o'clock shock happens when a customer arrives to pick up their vehicle at the end of the workday and discovers that the cost is higher than estimated. This shock makes the customer uneasy with the dealer, not knowing what to expect in the future. Their loyalties will probably stray.

*ServicePricing*TM is the tool to use to give quick and accurate quotes on repairs to your customers. By eliminating the five o'clock shock, you can regain the customer's loyalty. Our most fundamental practices work because they're basic and logical...

- ✓ Answer the phone quickly and professionally
- ✓ Don't place callers on hold
- ✓ Quote an exact installed total price
- ✓ Don't transfer calls from Service to Parts
- ✓ Ask for the prospective customer's business

If you have new staff or staff that needs a refresher training session, please call...

1-800-523-8477, ext. 459



Products

Good news! Chilton Times for Mazda U.S. will be available July 2000! We are also offering *Warranty Wizard*TM for Toyota scheduled for release August 2000. These new products are currently in field test. If you are interested in signing up to receive a demo of these releases or for more information, contact our sales group at **1-800-523-8477, option 2.**

*Warranty Wizard*TM Toyota is available at a special discount for a limited time only!

A Message from our Client Services Manager...



Win-Win

My most significant reward is when I have an opportunity to work with a client who isn't using *ServicePricing*TM to its fullest potential and turn this into a win-win situation through easy-to-use tools. **You win** with happier customers and the more efficient use of your service staff; **we win** with loyal, enthusiastic, and satisfied clients.

I welcome anyone who has not registered for the ADP Hayes-Ligon Teletraining course to do so and allow my staff and me to help you to get all the benefits *ServicePricing*TM has to offer. I am confident that by enrolling in this short-time investment now will help you to run your business more effectively and efficiently well into the future.

If you're not already participating in our phone shop service, gives us the opportunity to randomly shop your service staff to determine if ...

- ✓ They offer an exact price quote
- ✓ They ask the customer to bring in their vehicle for service

If they don't, it is a likely indication that your labor and price information for *ServicePricing*TM isn't current and/or that your staff isn't properly trained on how to use the product. We would like to help in both areas!

I look forward to this opportunity...

Roger Low

1-800-523-8477, ext. 423

"It is our World Class Service Goal that each of our clients have immediate access to a knowledgeable associate who can accurately address all questions and

More Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of April. They all gave to-the-penny quotes, did not transfer the incoming callers to alternate departments, and asked the caller for their business.

355 Volvo	Melisa
Automobiles Nissan Magog	Louis
Balise Chrysler	Kevin
Asheboro Nissan	Alan
Asheboro Nissan	Jeff
Balise Toyota	Bruce
Big Mountain Toyota	Greg
Cannon Brothers Ford	Tom
Cannon Brothers Toyota	Tom
Century Ford	Walt
Champlain Motors LTD.	Clarence
Christensen Isuzu	Clint
Classic Toyota	Mike
County Line Mitsubishi	Dave
Fred Haas Toyota	Jay
Fremont Toyota	Ed
Gambrel Toyota	Cathy
Haley Toyota of Richmond	Lee
Hammersley Motors Isuzu	Angela
Hilltop Nissan	Carl
John & Phil's Toyota	Patty
Ken's Toyota Kars	Dan
Ken's Toyota Kars	Sam
Marion Toyota	Gib
Modesto European	David
Newcastle Nissan	Dwayne
Poulin Nissan	Steve
Precision Motor Cars	Mike
Price Mazda	John
Royal Moore Toyota	Rick
Scholfield Mercedes - Benz	Dave
Smothers European	Noel
Tansky's Sawmill Toyota	Mark
Thomas Motors Mazda	Ron
Tom Wood Porsche	Dan
Uebelhor Buick	Mark
White Allen Porsche	Joe



New Enhancements

As always, we are working hard to add all the new developments that you have requested. If you would like to see an operation added that isn't currently included, please let us know. The following are the latest improvements:

- **Honda US:** Now contains 2000 Insight data for Internal and Retail Accessories sections.
- **GM Canada:** Now contains Durastop brake operations for pads, shoes, rotors, and drums.

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Fax: 301-294-4979

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing™ Changes – press 7

ADP Hayes-Ligon
SERVICE PRICING
WARRANTY WIZARD

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