

Hi, this is <INSERT CALLER'S NAME>at <INSERT SHOP NAME>.

While this is a challenging time for all of us, please know that we are open to take care of all your vehicle's needs. Whether its routine maintenance or a breakdown situation, just give us a call.

<INSERT NEW BENEFITS AND SERVICES>

EXAMPLE:

We offer free pickup and delivery, and you can pay over the phone. We have early bird and night drop service and a secure lockbox system so you can pick up your car after hours.

We have implemented many things to make certain that we provide a safe environment to our customers and Team Members. As recommended by our Governor, we are taking the temperature of our staff as they enter in the morning. So far, so good.

Frequent hand washing, good quality gloves, wiping down surfaces, our loaner vehicles and shuttle van is just the start. We are also sanitizing your keys before we return them to you! There are many more measures we are taking; this is just the start.

We are open for service, so call us today at <INSERT SHOP PHONE NUMBER> or schedule your appointment on line 24/7 at <INSERT WEBSITE>, mention this call and you'll receive <PROMO IF APPLICABLE> **Example:** \$25 off any service of \$100 or more!

Stay healthy out there!

SCRIPT WHEN A CUSTOMER CALLS BACK

“We were just calling to let you know that we are OPEN for business. We also wanted to remind you that we offer free pickup and delivery. We have a LOT of protocols in place to make sure we maintain a safe atmosphere. Is there anything we can help you with today, including any errands you may need to have run? We are here to help in any way we can.”