

Sample Word Tracks for “I can and will,” instead of “I can’t and won’t”

Caller’s Request	Scenario	“I can’t or won’t”	“I can or will!”
“Can I get my car in today?”	The shop is booked solid.	“Oh no, I can’t. We are completely booked up today.”	Option 1: “Yes, can you drop it off now?” Option 2: “Can you drop it off with me and leave it for a couple of days? I will get it worked in as soon as I can.” Option 3: “It looks like my next available is Tuesday.” (or whatever day)
“Can I get in on Saturday?”	You are not open on Saturdays.	“We’re not open on Saturdays.”	Option 1: “We are open Monday through Friday. Can you drop it off with me Monday morning?” Option 2: “We are open Monday through Friday. Can you drop it off with me today?”
“If I bring in a water pump can you guys install it?”	You do not install customer supplied parts.	“No, we don’t install customer supplied parts. It’s too risky because our warranty doesn’t cover them.”	“I can definitely help you with replacing your water pump! What's going on with the water pump?” And then, “When we supply the parts, we offer a 5 year, 50k mile warranty, on the part AND the labor, giving you peace of mind that we have you covered.” Can I get you scheduled to drop it off next Tuesday?” (whatever day)

Caller's Request	Scenario	"I can't or won't"	"I can or will!"
"Do you install windshields?"	You techs do not install windshields, but you do have an installer come in once a week who does.	"We don't install them ourselves. We have a guy who comes in once and week and does it."	"Yes, I can help you with that!" Then set the appointment for a time the window installer will be there.
"Can I get a discount?"	You can offer a coupon or a referral card if available or if not, sell the features and benefits of your shop.	"No, I'm sorry I can't. We hardly make any money as it is."	<p>Option 1: "What I can do is give you one of our great referral cards, then you AND a friend can each get 10% off your next service."</p> <p>Option 2: "Yes! There is a coupon on our website you can use."</p> <p>Option 3: "I'd be happy to explore all of the options available for the parts needed; there may be an option that would carry a 1 year warranty instead of the 3 year. How long do you plan on keeping your Toyota?" (or whatever vehicle)</p> <p>Option 4: "We work very hard at keeping our prices in check while still installing high quality parts and providing our great warranty. I am going to do whatever it takes to make sure you are safe and to offer you the most value for your hard-earned dollars."</p>

Caller's Request	Scenario	"I can't or won't"	"I can or will!"
"Can I get a price on a _____"	Price is promise and without seeing the car it could be a lie. Don't give price over the phone.	"No, I have to see it first. We don't give price over the phone. That's our policy."	"I'd be happy to help you out today. What's going on with your _____?" And then, "I can absolutely get you a price on that; let's get you in here so my technician can complete the testing and evaluation, and then I can give you an exact price. That way there is no guessing and no surprises."
"Can I make payments?"	The caller wants you to finance their car repair.	"No we don't; you have to pay in full before I can release the vehicle."	"Yes! We offer 6 month interest free financing. I would be happy to assist you with the application process so we can get you back on the road!"
"Can you set me up in a loaner car?"	You don't have loaner cars.	"Nope, we don't have loaners, just a shuttle."	"Here's what I can do, I can schedule you for a shuttle or I can pay for an UBER ride within a 10 mile radius."