



# WALKAROUND CHALLENGE

## S E R V I C E

Judge Name \_\_\_\_\_ Dealership \_\_\_\_\_

Presenter Name \_\_\_\_\_ Vehicle \_\_\_\_\_

SERVICE PROCESS*		STYLE AND PRESENTATION**		COMMENTS
SERVICE FUNDAMENTALS		Criteria	Possible Points	
<b>GREETING &amp; RAPPORT</b> Advisor introduces themselves, greets customer, and creates a welcoming experience while building personal connection		Confidence and Professionalism	15	
		Clear and Organized Flow of Delivery	15	
		Eye Contact and Body Language	15	
		Creativity and Engagement	15	
<b>Total</b>	/10	<b>Total</b>	/60	
<b>UNDERSTANDING THE CONCERN</b> Advisor actively listens, takes notes, asks discovery questions, reviews details, and confirms the concern. LNDRR - Listen, Notes, Discovery, Review, Repeat.		<b>Final Scores</b>		
		Service Process Score		
		Style and Presentation Score		
		<b>Total</b>	/100	
<b>Total</b>	/10	<b>Tie Breaker (if needed)</b>	/10	
<b>VEHICLE CONDITION &amp; CHECK-IN</b> Advisor performs walkaround with customer, notes any damage and visible maintenance, and transfers to desk to complete check-in		<b>Use the following for tie breaker: Service history and previously declined services discussed</b>		
		<b>*Service Process</b> Demonstrate a comprehensive understanding of the service process by showcasing <b>relevant actions, observations, or explanations</b> within each category.		
<b>Total</b>	/10	<b>**Style and Presentation</b> Evaluates delivery style, engagement, and overall effectiveness of the walkaround.		
<b>PROCESS EXPLANATION &amp; SETTING EXPECTATIONS</b> Advisor explains diagnostic process, sets expectations for communication and timing, and escorts customer to the lounge				
<b>Total</b>	/10			

# WALKAROUND CHALLENGE

## — S U P P L E M E N T A L —

### GREETING & RAPPORT

- Professionally greets the customer upon arrival
- Introduces themselves
- Uses the customer's name during interaction
- Establishes trust and control
- Explains that a brief walkaround will be performed
- Builds a personal connection

### UNDERSTANDING THE CONCERN

- Listens actively without interrupting
- Takes notes while customer is speaking
- Asks open-ended discovery questions
- Asks follow-up clarifying questions
- Confirms any warning lights or messages
- Reviews key details for accuracy
- Repeats the concern back to the customer to confirm understanding

### VEHICLE CONDITION & CHECK-IN

- Walks around the vehicle with the customer
- Takes photos of exterior
- Inspects tires and wipers
- Identifies and document any exterior damage
- Notes windshield, lights, or visible concerns
- Continues building personal connection (school stickers on back window, sporting equipment inside of vehicle, etc.)
- Transitions to desk for check-in
- Warranty coverage discussed (factory or extended)
- Confirms customer contact information and preferred method

### PROCESS EXPLANATION & SETTING EXPECTATIONS

- Clearly explain the diagnostic/inspection process
- Provides an estimated timeline
- Explains how and when the customer will be updated
- Explains MPI process and video
- Discusses damage or concerns from walkaround
- Reviews service history
- Presents initial estimate
- Escorts customer to lounge