The desk debrief.

This is how we do it. Ask it every time, in this order, before any numbers.

1	**What brought them in?**	What changed for them. One real thing about them. Kids, job, commute, what the old car can't do.
2	**Did they drive one? Which?**	And what did they like.
3	**Trade?**	Is it what they drove in? Miles. Accurate payoff. Who the loan is with. Where the number came from. Said back?
4	**Payment?**	Paying now. Target. Ceiling (the bump). Money down. In their numbers.
5	**Credit?**	Their 1 to 10. Why not a 10. Okay with the credit check? Now you know whether to run the app and where.
6	**When are they buying?**	What did they say to “right vehicle at the right price”? A yes after “just looking” is a buyer.
7	**Who else decides?**	The one reps forget. Missing it? Send them back for the one question.
8	**You pick the units.**	Their pick. One that fits the payment. One step up. Switch the car, never the price.
9	**You say the next step.**	Watch the flow. Get the T.O. going. “Run the app, pencil the first one, I'm out to meet them in five. Stay with them.”

Missing an answer? Send the rep back for the one question.

Same miss again? You go out with the rep and ask it together. Never build numbers on a guess. Nothing to fill out.