



Follow up - Leaving an effective voicemail;

We want to let the customer know what next steps are. Professional, respectful, sets next steps clearly.

"Hi [First Name], this is [Your Name] at [Dealership Name]. I wanted to connect with you about [specific vehicle / quote / trade / financing option].

If I don't catch you now, no worries — I'll go ahead and send you a quick text and then follow up with another call later today because I know how important this is for you.

If there's a better time for you, just reply via text or call and let me know. Again, it's [Your Name] at [Dealership and Phone Number]. Talk soon!"



Purpose: Respects time, drives urgency, preempts follow-up.

"Hi [Name], it's [Your Name] at [Store]. I've got an update for you on [vehicle/price/trade] — if I don't catch you now, I'll text you the info and follow up with another quick call later today. Feel free to call or text me sooner if you're ready. [Your Name], [Dealership and Phone Number]."

Purpose: Friendly tone, builds connection, softens persistence.

"Hey [Name]! It's [Your Name] from [Dealership]. I had something exciting I wanted to share about your [vehicle or visit] — if I miss you, no worries! I'll send over a quick text and give you another call later today just to check in. Can't wait to connect!

Again, it's [Your Name], [Dealership and Phone Number]."

Bonus Tip: Pair Your Voicemail with a Text Like This

"Hey [Name], just left you a quick voicemail — I'll follow up later, but feel free to text me here if that's easier. — [Your Name] at [Dealership]"