

# THE POWER OF YES

***Sure Mr. Armstrong, we'll have the car ready by 5:00 PM this evening....***

***Anne, Can you reschedule my client appointment. I have to pick up my car this evening: Mr. Armstrong, I talked to our client and he can only come in at 1:30: OK, but we'll have to cancel our strategy meeting at 1:00.***

Meanwhile back at the dealer, they don't have the part for Mr. Armstrong. When you say **NO** to a technician, the following actions are put into motion.

1. Reassemble the Car
2. Remove the Car
3. Pull New Job
4. Find the Car
5. Raise the Car to Begin the Job
6. Start Repairs.
7. Parts to Locate the Needed Part
8. Contact the Customer.....

***Hi Mr. Armstrong, this is the Chevy Dealer. It turns out we need to order a part to finish your car. We should have it done by Monday: MONDAY? I need my car this evening as you promised, I am going away for the weekend: Oh, no problem, hang on to the loan car and bring it back on Monday: You don't understand, I need my SUV. I am going away on a ski weekend and I need the roof rack for my skis, snowboards and equipment! I can't begin to get everything in this loaner car: I'm sorry Mr. Armstrong we don't have any other loaners.***

9. Extend the Loan Car

***Hey Bill, I thought you were going skiing this weekend: Nope, they did not get my SUV done as promised so we had to cancel the trip!: Well, you should have let me know, you could have borrowed my Ford Explorer:***

***Thanks Tom, I think I should have bought a Ford in the first place. Next time I think I will.***

Meanwhile, on Monday, back at the Chevy Dealer.

10. Reschedule the Job

11. Find the Car

12. Raise the Car To Begin Repairs

13. Finish Repairs

14. Close the RO.

***Hi Mr. Armstrong, this is the Chevy Dealer. We are just getting finished up with your SUV. Should be ready to pick up by 5:00 PM.***

15. Perform Active Delivery

But, When you say **YES** to a technician, the following events occur....

1. Finish Repairs

2. Close the RO.

3. Perform Active Delivery

And your customer can say **NO**.....

**NO** to rescheduling their daily plans

**NO** Cancelled plans for the weekend

**NO** Anxiety

**NO** Inconvenience

**NO** doubt they made the right choice buying a Chevy.