



WOULD MY STORE BENEFIT FROM A KIOSK?

Answer “Yes” or “No” to the following questions.

	YES	NO
Do you have lines at the advisor’s desk during certain points of the day?		
Are there times, when in-store, customers wait five minutes or more to speak to an advisor?		
Do you want to cater to younger generations in your store?		
Do customers have to check-in for service through an in-person interaction?		
Do your customers seem open to new technology (using new cell phones, tablets, online appointment scheduling, etc.)?		
Are customers waiting in line in the evening to pay and receive their keys?		
Do you struggle to capture the correct cell phone and email address during every service check-in?		
Do you want additional service items presented during every service check-in (alignments, oil changes, fluid flushes, etc.)?		
Do you want to generate more vehicle sales opportunities from your service drive?		
Do you want your store to have a modern look and feel?		
Does your fixed operations department struggle to meet its financial goals?		
Do you service more than 30 vehicles a day?		
Are you seeing an increase in vehicles serviced?		
Do you have more than two advisors working during a shift at any point?		
Are your advisors busy juggling between communicating with customers and technicians?		
Have you experienced advisor turnover in the last 12 months?		
Have your advisors verbalized how busy or bogged down they are?		

“Yes” Total (17) _____

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Where does my store rank?



Tally up the number of “yes” answers and see where you rank below.

SCORE	RANKING
0 – 5	<p>There’s potential.</p> <p>Your store seems to have everything under control, but are you prepared to meet growing goals for your dealership? If you are looking to attract new customers, improve revenue, or increase CSI, a kiosk would be a simple way to take service to the next level.</p>
6 – 11	<p>A little change will go a long way.</p> <p>Although your dealership is doing alright catering to customers, there is still room for improvement. A service kiosk can help fill in the gaps with processes, customer service, and the overall experience for both customers and employees.</p>
12 – 17	<p>What are you waiting for?</p> <p>Your store is the one customers want to visit, but you need a boost to help your employees keep up. The greatest successes have come from stores just like yours. Service kiosks will help you provide excellent customer service while freeing up some of your employees to work on other important jobs. A kiosk will also help fill in process gaps, level-up your customer experience game, and help drive additional profits into your store.</p>

For more information on a service kiosk,
visit gomoto.com or call **800.961.4151**