

BDC LEAD EXPECTATIONS

1. You become the point of contact for the customer.
2. All communication with the customer must be done through Eleads. This applies to text, email and detailed notes of the phone calls.
3. You follow the car and update the customer as to when it is scheduled to arrive and when it has arrived.
4. Follow to make sure all accessories have been installed before delivery.
5. Collect all documents needed to have the paperwork printed before the customer arrives. (Drivers' license, insurance, registration, credit apps etc.) Documents need to be sent to Eleads.
6. Be ready and available when the customer arrives for delivery.