

INTERNET / BDC LEAD GENERATION



Who Should Attend:



- Internet / BDC Personnel
- Internet Sales Managers

This two-day course is a complete program on effective Lead Generation ideas and concepts for both the internet and inbound phone leads. Email, Chat and Phone scripts will be created, reviewed and examined, as well as, a structured concept for ongoing sold and unsold Customer follow-up.

David Lewis
& ASSOCIATES

Automotive Sales & Management Training Since 1986

\$795 PER ATTENDEE

 PHL Airport is an easy 30 minute drive away.
 Discounted Room Rates Available!



DLA Philadelphia Automotive Training Center

625 Clark Avenue • King of Prussia, PA 19406



For more information please call 800-374-3314 ext. 215

Or register online at: www.davidlewis.com



INTERNET / BDC LEAD GENERATION

This course involves extensive role play and live interactive critiquing of current methods used by most Dealerships.



Topics Will Include:

- What is a BDC Department
- Attributes Needed
- Tools Needed to be Successful
- Why Internet Shoppers will visit your Dealership
- Importance of Structured Steps
- Phone-Up Steps
- How to Handle Persistent Callers
- Effective Email Responses for Creating Appointments
- Email Etiquette
- 90 Day Unsold Follow-Up Plan

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