



## Discount Tire Financing Observation Checklist

Offer the Discount Tire Card to provide the most Inviting, Easy, and Safe tire and wheel purchase and service experience in the world.

Observing: \_\_\_\_\_

Date: \_\_\_\_\_

Observed by: \_\_\_\_\_

Store #: \_\_\_\_\_

QR Codes are displayed in the Customer Lounge:  Yes  No

<b>SET UP THE WIN: Every Customer has the right to know we offer financing</b>		✓	Comments
Sales Associate:			
• Listened first to understand the customer's immediate and true needs.			
• Made the customer aware that we offer easy monthly payments.			
• Told the customer about the Discount Tire card before the POS.			
• Used the POS calculator to break down the payment for the customer.			
• Asked customer if they would like to use their Discount Tire card today.			
• Offered 5% off if customer uses the Discount Tire Card.			

<b>Applying for Discount Tire Card</b>		✓	Comments
For customers who don't know about / have the Discount Tire Card,			
Sales Associate:			
• Used personality to invited customer to apply.			
• Explained the benefits of the Discount Tire Card.			
• Empowered the customer to apply their way with the QR code.			
Pre-approved: Yes / No			
Apply and buy: Yes / No			
If customer was turned down for Discount Tire card, Sales Associate offered Sunbit financing.			
<input type="checkbox"/> Yes <input type="checkbox"/> No			