

Service Advisor – Mike

Niki calls Mike who is at his desk in the Service Center.

Mike

Thank you for calling Trevor BMW, this is Mike, how can I assist you?

Niki

Hi Mike, this is Niki. I came in a few weeks ago and purchased an X5.

Mike

Of course, Niki. How's everything going? Have you been enjoying your X5?

Niki

The X5 has been great! It was a great choice and the sound system is amazing. But I ran into a bit of a problem. I hit a large pot hole and it's caused some damage. I pulled over into a parking lot because I'm not sure if I should be driving it or not.

Mike

Oh no. That's quite an inconvenience.

Niki

Yeah. On top of that, I've got a client meeting in an hour.

Mike

No problem at all. Here's what I'd like to do. If you're in a safe place, try sending me a photo of the damage. In the mean time what I'm going to do is have my roadside tech drive out there with a loaner so you can be sure to get to that client meeting. We'll take your X5 to the Center and check it out from there. How does that sound?

Niki

Great! Thank you so much. I'm at the corner of Forest Ave and Jackson Street. I know it's not that close to the Center, but I really appreciate you making this work.

Mike

Not a problem at all! I'm glad you called. The roadside tech should arrive in about 20 minutes and his name is Dave. If you have any questions before he arrives just give me a call back.