



THE HIRE TALENT
A TALENT ASSESSMENT COMPANY

Interview Questions Relationship Vehicle Sales

Sell motor vehicles to consumers.

Sales

- What interests you most about our dealership?
- Why do you want to work in vehicle sales?
- What strategies do you use to convince a person to buy a car?
- What's the most common reason that people who don't buy from you give as the reason for declining the sale?
- Describe how you prepare for a customer. What questions will you ask the customer?
- Tell me about your most difficult sales experience.
- What approach would you take selling to a customer who seems overwhelmed by all of the options available at the dealership?
- Tell me about your sales volume in the last two years. What have you done to influence it?
- What do you do in the event that the customer's initial answer to you is "no?"

Composure and Customer Service

- How do you go about establishing rapport with a customer? What have you done to gain their confidence? Give an example.
- What do you do when you don't know the answer to the customer's issue?
- What does customer service mean to you?
- Tell me about a conflict you handled well and one you didn't handle well.
- What process do you use to calm an upset customer?
- What would you do if a frustrated customer complained about a widely known problem with the company's product?

Negotiation and Communication

- Explain your methods for negotiating a car's price with a customer.
- How do you explain advanced car features to a non-technical consumer?
- Tell me about a time when you had difficulty understanding a customer. What did you do?
- How do you disseminate information to other people in the dealership? How do you decide what's important?
- Buyers may initially work with one salesperson then come back at a later day to make the purchase. Do you have any experience working as a team with other salespeople to close a sale?

Hire A-Players Every Time You Hire

BOOK YOUR FREE DISCOVERY CALL

“I feel as though I have a ready consultant on my shoulder ready to assist and discuss with me any difficult choices that result from the results of the testing. They have this area nailed, and I am very satisfied and content with the system.”

“All of the people I have hired since going through the FACT-based Hiring System have been my top performers. The system has greatly improved my team!”

“I love the performance management software! It allows me to keep track of all my hires and their metrics in one place! We have been able to push our hiring process faster than ever before!”

[Scheduling Link](#)