



SAMPLE THANK YOU NOTES

Thank You - In Person Visit (Prospect)

1. Thank you for stopping by today. I look forward to working with you in the future.
2. It was a pleasure to meet you today. We pride ourselves here at _____ in the manner in which we work with our customer's in order to fulfill their automotive requirements. I will call to confirm our appointment.
3. Thank you for visiting the Dealership today. It's our policy to insure your complete satisfaction with every visit. I look forward to seeing you again.
4. We appreciate you stopping by our Dealership today. Our wish is to exceed your expectations by providing you with all the information you need to make a well-informed decision. Look forward to speaking with you soon.
5. It was nice to meet you today. Our commitment is to provide you with all the information you require in order for you to make a well-informed decision. I'll make sure that you receive all the information you requested. Thanks again.
6. It was an honor to work with you today. I look forward to a long and dynamic working relationship. We will speak again soon.
7. I hope I was able to answer all of your questions today. I am extremely excited about working with you and your family in the future.
8. How ever I can be of future assistance, please don't hesitate to ask. We look forward to your next visit here at the dealership.
9. It's not every day that I'm fortunate enough to work with someone like yourself and your family. How ever I can help, know that I am available to assist you.
10. It was a pleasure to show you the _____ today. If you have any additional information requirements, don't hesitate to contact me.
11. Thanks, as you know our desire is to exceed all your expectations in fulfilling your automotive needs. I look forward to working together with you in the immediate future.
12. Mr. _____ it was a pleasure to meet you today. I look forward to the opportunity of serving you and your family.

13. It was very generous of you to take time out of your schedule to meet with me today. Like yourself, my business is built one relationship at a time. However, if I can help in the future, I will be glad to assist.
14. Mr. _____, thank you for stopping by today. I'm sorry you didn't have time to drive a vehicle while you were here today. As I told you, it's our policy to provide all the information that you need in order to make a well informed decision. I will call and schedule a convenient time to test drive the _____.
15. Thank you for allowing us the opportunity to place a value on your vehicle. I constantly have customers looking for pre-owned vehicles as nice as yours, and yet I'm never able to find them a car. I will help you find a buyer and then also help you with your new vehicle needs.

Thank You - After the Sale

16. Thank you for making my job so easy. It's always a pleasure to work with someone as pleasant as yourself. Call and I will schedule your first maintenance appointment for you.
17. Thank you for your recent purchase. Our wish is to delight our customer in every way we possibly can. Any way I can be of assistance, don't hesitate to ask.
18. The Dealership and I really appreciate your business. I look forward to your next visit.
19. I really appreciate your purchase of your new _____. I want you to know if I can be of any service, don't hesitate to let me know. Thanks, again.
20. Wow! I appreciate the chance to serve you and your family. Thanks for not only becoming a customer, but also for becoming a member of our Dealership family.
21. As you know, it is our stated policy to treat every customer as a special guest at our Dealership. Just a quick note to say 'thank you.' I look forward to working with you in satisfying all of your automotive requirements.
22. It was an honor to assist you today in the selection of your new vehicle. My commitment to you only begins with your purchase. I look forward to a long lasting relationship.
23. What a great day! Not only was I able to help someone with the purchase of a great new automobile, but I was able to make a friend in the process. I really appreciate the business.
24. Very rarely am I given the opportunity to tell someone what a pleasure it was to serve them. Today working with you, I have had that opportunity. Thanks!
25. Here at _____ we believe customers stay where they are appreciated. We appreciate your time and your business.

Thank You - Asking For Referrals

26. Remember - life is a gift, not a game. Thank you for the gift of your business and new friendship. I look forward to working with you and your family in the future. Please let everyone you know they can contact me anytime to address their automotive needs.
27. It was great talking with you again today. Please remember to refer your friends and coworkers so I can provide them with the same great service.
28. Thank you for your time on the phone today. Please remind _____ to call me at 555-1212 to set an appointment for a test drive.
29. I sure appreciate your business. Please remember that over 90% of my business is with repeat and referred customers. I would love to have the opportunity to work with your friends, family and coworkers in the future.
30. Thank you for your valuable time today. Please let me know if I can help you or anyone you know with any of their automotive needs.

Thank You - For Sending Referrals

31. In case I've failed to do so, thank you again for referring Mr. and Mrs. _____ to our Dealership. It is always a pleasure to work with friends of yours.
32. Thank you again for having _____ call me. It's easy to see why you are friends. We sure hit it off and I appreciate your referral.
33. I had a wonderful time working with Mr. and Mrs. _____ today. Thank you for the kind praise you offered about me and our dealership.
34. It was a pleasure to help _____ get his new _____ today. Thank you for thinking of our dealership and my service. I appreciate you and the referral.
35. I had a great initial conversation with _____ today. Thank you for asking him to call me. I look forward to meeting him in person and seeing you again soon, too.

Thank You - Appointment Pending or Set

36. I look forward to visiting with you in person at our scheduled appointment on _____. Have a great evening.
37. Thank you for your time on the phone today. I look forward to seeing you next week. Please call me to confirm the exact time once you know your schedule.
38. Thank you for the inquiry today. Please allow me to bring the vehicle by at your convenience, for your approval. I will call and confirm our scheduled appointment.
39. Thanks for stopping by. I know you were running short on time today. I look forward to seeing you again on _____ at _____.

40. Just a quick note reminding you of our meeting on _____ at _____. Please call me if you're going to be a little early or late so I can adjust my other appointments.

Thank You - Incoming Sales Call

41. Thank you for inquiring about the new _____. I will send you some information, and call to confirm next _____'s appointment. I look forward to meeting you.
42. Thank you for calling our dealership today. I am so glad I was able to assist you. I look forward to meeting in person.
43. Thank you for the opportunity to assist you today. Here's the information you requested. I'll call you _____ to answer all of your questions.
44. It was an honor to speak with you today. Thank you for your valuable time and interest in our dealership, our products and our service. We are looking forward to working with you.
45. I enjoyed talking with you by phone today. I'm confident we can help you find the right vehicle for you and your family. I look forward to seeing you over the weekend.

Thank You - Customer Follow Up

46. Professional service is only exceeded by professional customers. Thanks for being so great!
47. Thanks for your time on the phone today. It's always great talking to my favorite customers.
48. I'm so glad to hear your new _____ is running great. I hope you enjoy many wonderful years of happy and safe driving.
49. It sounds like things are going great for you. Please remember to call me anytime you have a question or just want to visit.
50. I really do appreciate our long term relationship. Please stop by sometime before work for a cup of coffee.
51. Every time we talk I'm reminded of the great time we had finding the perfect car for you. Thank you again for your business.
52. It was great talking with you again today. Remember to call us in a few weeks for that oil change appointment.
53. I hope you are having an incredible week! Just know that I'm thinking of you and hoping things are going well in your world.
54. Thanks again for your business and friendship. I enjoy every conversation we have - even the brief ones like today.

55. Sounds like I caught you at a busy time today. Just remember that I'm here anytime you need help or have a question about your new truck.

Thank You - Prospect Follow Up

56. As always, it's wonderful to have the opportunity to speak to you. I look forward to our next meeting. Thanks again.

57. Thank you for your time on the phone today. When you get a little closer - remember that we are here to provide premium customer care to you and your family.

58. Even though you didn't buy your new vehicle here, please know that we are here anytime you have a question or need premium service. I'll stay in touch.

59. We understand your desire to think over your decision to purchase a new vehicle. Just know we support you and look forward to working with you no matter what you decide.

60. I am so excited about seeing you and your husband again on _____ at _____. I'll have the _____ ready for your test drive.

Thank You - Outside Prospecting

61. It was great to meet you today at _____. As promised, I'll stay in touch and send you information about our products.

62. I enjoyed meeting you today. Thank you for sharing so much about your business. I'll give you a call in a few days to visit some more.

63. It's great to meet another professional like yourself. Business is all about delivering premium customer care and I look forward to working with you.

64. I enjoyed meeting you at the Chamber of Commerce meeting. I look forward to getting to know you and your coworkers better over the next few months.

65. Thanks for the great service today at _____. Please call me anytime I can return the favor. I'll stay in touch.

66. It's a wonderful day when you meet a new friend. Thanks for taking the time to explain your business to me. Let's keep in touch.

67. It was great to meet you and your wife at _____. Sometimes social situations can lead to lasting business relationships, too. I look forward to learning more about your business.

68. Thank you for your help today. Please call me anytime I can return the favor.

69. It was great seeing you again at _____. When you get a little closer to trading in your _____, I'll stay in touch and send you some information.

70. What a coincidence that we met at the same time you are considering buying a new vehicle! I look forward to helping you find the perfect car and exceeding all of your service expectations.

Thank You - Service Department

71. Thank you for stopping by our service department today. It was our pleasure to get you back on the road quickly.
72. Thank you for your service business. Please call me if you have any questions regarding the work we performed.
73. Thank you for waiting a few minutes longer while we performed a final inspection on our work. We look forward to seeing you again soon.
74. It's always nice to meet an owner who takes such pride in their vehicle. Please call us anytime you have a service question.
75. Thank you for calling us for your service needs. We look forward to seeing you on _____ at _____.
76. Thank you for being such long term service customers. It's like seeing friends pull up every time. We appreciate you!
77. Thank you for your patience today. Please call me immediately if you experience the same problem again.
78. We really appreciate your service business and wanted you to know it. Call us anytime you have a question or service concern.
79. Our premium care doesn't stop when you buy a vehicle. We look forward to handling all of your warranty and other service needs. Have a great day!
80. Thank you for referring _____ to our Service Department. They were a pleasure to work with and we appreciate your thoughtfulness.

Thank You - Management Follow Up

81. Thank you for stopping by our dealership and visiting with _____. Our sales and management teams are committed to delivering premium customer care. Please call _____ or me directly at any time.
82. I truly enjoyed meeting you the other day. Feel free to call me directly if _____ is not available. Our entire team is here for you.
83. Thank you for your purchase and confidence in our dealership. We look forward to working with you and your entire family throughout the years.

84. I enjoyed working with you today and regret that we couldn't help you more. Please call us anytime we can be of service.
85. It's great having customer's like yourself. Please remember to call me or any member of our coaching team if your salesperson is not available.

Thank You - Miscellaneous, Funny, Unique

86. Thank you for the great conversation today. I had a great time with you!
87. The power of a single decision is immeasurable. Thank you for ...
88. Enthusiasm is an inside game with an outside reflection. Thank you for brightening my day.
89. Every person is truly unique - you are special. Enjoy your day!
90. Remember to give someone a bone crushing hug today! Have a great day!
91. Believe in yourself and anything is possible. I believe in you!
92. Life is a gift, not a game. Enjoy the gift of today. We appreciate you and your business.
93. You made my day today! Thanks for your confidence and trust. I will not let you down.
94. I feel like I made a new friend today. Thank you for the gift of your time!
95. If it is to be ... it is up to me. Just wanted to share those 10 little two letter words with you. Have an incredible day!
96. Our entire team will be here for you Every Day - Every Time - Without Fail - No Exceptions. Call us anytime!
97. You didn't just buy a new car - you adopted a new family. We are excited getting to know you and helping you with all of your automotive needs.
98. I enjoyed my conversation with your answering machine today. I look forward to speaking with you in person soon. Have a great day!
99. No - I will not stop sending you notes! I'm addicted to follow up. Thank you for trying to save me stamp money, though. Have a great day!
100. Thank you for making me smile today. I sure appreciate you and your business!