



## Ellis Automotive Partial Script

### Statement #1

Thank you for calling Ellis Automotive. If it's tires you're needing, we've got em'. We carry a full line including, Michelin, Continental, Kelly, Bridgestone, Firestone, Toyo and many more. We also provide tire repair and rotation, and free mounting with just a reasonable balancing fee. Don't forget to ask about our nationwide road hazard Freedom Plan when we return to the line.

### Statement #2

This question is for our on hold listeners. Thinking of taking a Summer vacation? Any time you take a road trip, you should check out all the basics---like hoses and belts, tires, fluids, front end components, oil, and make sure your transmission fluid is clean. Our technicians are here to make sure you have a safe and stress free adventure. Here at Ellis Automotive our A-S-E certified employees will provide you with the smartest service solutions, and remember no appointment is necessary.

### Statement #3

Our ASE certified mechanics service shocks, struts, brakes, emission failure repairs, alignment service and tune ups. To keep on top of the latest technology, our mechanics participate in "on-going" training. For your convenience, we offer an early bird and late night drop off service. And for those of you who decide to leave your vehicle with us, we offer a courtesy shuttle within a 3-mile radius of our facility. Did you know that we can perform your 30, 60 and 90,000 mile manufacturers scheduled maintenance? Coming up in our next segment we'll be sharing details about our incredible 12,000-mile warranty. So stay tuned!

### Statement #4

For your peace of mind, we offer a 12-month, 12,000-mile warranty on parts and labor and are also equipped to provide you with 24-hour towing service. We're AAA approved and ready to assist you in any way we can. Thanks for holding we'll be with you shortly.

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