

SALESPERSON VERBAL DESCRIPTION RECORD

Used to record important verbal statements made to the customer.

Important: This template is a general business record only and is not legal, tax, accounting or compliance advice. Adapt it for your process and have it checked by a qualified adviser before relying on it.

1. Vehicle / Customer / Core Details

Customer name:

Vehicle registration:

Mileage statement made:

Service history statement made:

2. Description, Checks and Disclosure Details

Date/time of discussion:

Warranty statement made:

Previous owner/use statement made:

Known defects explained:

Customer questions answered:

Notes saved to deal file:

3. Approval, Acknowledgement and Signatures

Salesperson name:

4. Office Use Only

Stock/deal file updated?:

Supporting documents attached?:

Reviewed by:

Date reviewed:
