Dealer checklist for no-show recovery

Recover a No-Show Appointment Without Sounding Accusatory

Owner: _____ Date: _____

- [ ] Review the last confirmed appointment details before calling or texting so the follow-up refers to the right vehicle, time, and contact.
- [ ] Send one short message that acknowledges the missed visit without blame and offers two practical time options.
- [ ] Listen or read for signs of a scheduling issue, transportation problem, or purchase uncertainty before deciding what to say next.
- [ ] Add CRM notes about the reason given, the preferred contact method, and the next agreed step immediately after the contact.
- [ ] If the shopper returns, use the recorded context so the next conversation continues from the exact point where the visit broke down.
- [ ] Confirm which line, extension, or routing setup should own the lead so the next call reaches the right person quickly.

Notes and next steps

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Adapt this checklist to your dealership’s process.

Read the article on Goxee