

Achieving F&I Excellence!

Management Certification Program

SELF-ASSESSMENT TEST

PARTICIPANT: _____

DATE ENROLLED: _____

DEALERSHIP: _____

DATE EMAILED/FAXED: _____



F&I PRODUCT KNOWLEDGE SELF-ASSESSMENT TEST

Once you have reviewed the material in the Self Study Guide, and feel you are prepared to answer the following questions, please complete the Self-Assessment Test. **Please do not refer to the Self Study Guide once you begin taking the test.**

1. What are the ten steps in a Customer Focused F&I presentation?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

2. List four statements that will create customer interest in the products you're offering.

1. _____
2. _____
3. _____
4. _____

3. What is the "Lead In Prior to Presenting the Menu?"

4. What are five advantages of dealership financing vs. the customer's own bank/CU?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

5. What are five advantages of dealership financing vs. paying cash?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

6. What are ten benefits of (or reasons to buy) a vehicle service agreement?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

7. What are ten benefits of (or reasons to buy) GAP?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____

8. What are ten benefits of (or reasons to buy) Tire & Wheel Road Hazard Protection

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____