

Dealership Job Starter Checklist

10 things to learn before you apply for a dealership job - even if you have no experience.

! Important disclaimer

This checklist is for educational purposes only. It is not legal, tax, finance, HR, or employment advice. It does not guarantee a job, certification, or hiring outcome. Dealership processes vary by state, company, and role.

✓ The goal

Walk into the interview or first day with more confidence, better vocabulary, and a clearer understanding of how a dealership works.

The 10-point beginner checklist

1	Learn the main dealership departments: sales, BDC, F&I, title/tag, inventory, service, parts, and accounting.
2	Know the difference between sales and BDC. Sales works with customers in the showroom or lot; BDC handles internet leads, calls, texts, appointments, and follow-up.
3	Learn core terms: VIN, stock number, trade-in, test drive, buyer's order, title, registration, temporary tag, lienholder, down payment, APR, lender, F&I, warranty, and service contract.
4	Understand the customer journey: lead, appointment, vehicle selection, test drive, numbers, trade-in, financing or cash, paperwork, delivery, and follow-up.

5	Understand what a trade-in is. It involves condition, payoff, title, appraisal, and paperwork - not just the customer's old car.
6	Respect paperwork accuracy. A wrong name, address, signature, VIN, date, or odometer entry can delay a deal and create problems.
7	Prepare for interview questions about customer service, follow-up, organization, learning systems, and handling rejection.
8	Prepare a resume angle around customer service, sales, phone skills, bilingual ability, organization, software comfort, and fast learning.
9	Practice professional communication: answer quickly, follow up politely, write clearly, stay calm, and avoid arguing with customers.
10	Walk in with confidence, not fake expertise. Say you are new but have studied the basics and are ready to be trained.

25 dealership terms to know

VIN	Stock number	Trade-in	Appraisal	Payoff
Lienholder	Title	Registration	Temporary tag	Odometer
Buyer's order	Down payment	APR	Lender	F&I
Service contract	Warranty	GAP	Recon	Lead
BDC	CRM	Appointment	Test drive	Delivery

Interview prep questions

- Why do you want to work at a dealership?
- Are you comfortable talking to customers?
- Can you handle phone calls, texts, and follow-up?
- Are you organized with paperwork?
- How do you handle rejection or pressure?
- Are you willing to learn dealership systems and processes?

✓ Simple beginner interview answer

"I'm new to dealership operations, but I've been studying the basics: customer flow, sales, BDC, title/tag terms, and dealership vocabulary. I'm ready to learn, follow the process, and be trained."

→ Next step

Use this checklist as your starting point. Then learn the role you want: sales consultant, BDC, title/tag assistant, inventory/lot coordinator, or F&I assistant basics.