

PARTS INCOMING CALL SCRIPT

INTRO:

Thank you for calling the Parts department at Haggerty Buick GMC, this is _____, how may I assist you today?

SCENARIO 1

Customer: I'm looking for a part

Parts: Great, I'll be happy to help. Have you been here before?

Customer: **Yes**

Parts: Great. Can I please have your phone number or last eight digits of your VIN to look up your file?

Customer: **No**

Parts: No problem. In order to determine the right information, can you please provide the last 8 digits of your VIN?

SCENARIO 2

Customer: I need help with my car

Parts: I'll be happy to help. What seems to be the problem?

Customer: I have "X" issue with my car and it needs repair / replacement.

Parts: Are you looking for a part only, or do you need us to do the install / replacement?

PART ONLY

Go back to Scenario 1 in order to get customer / vehicle info

REPAIR / INSTALL / REPLACEMENT

Parts: Great, in order to assist you better, do you mind if I transfer you to our service department?

ASK FOR SALE:

Parts: After looking up your file, we are talking about your MAKE / MODEL, correct?

Customer: Yes

Parts: We have Part X available, for \$X.XX. Would you like to purchase and pickup today?

OR

Parts: We have to order Part X, with an estimated wait time of XX days and cost of \$X.XX. Would you like to order this?

IF YES

Great, would you like to make payment over the phone or when you arrive? And are you familiar with our location and hours? Thanks, have a great day!

IF NO

Are you unsure about the part or what may be wrong with your vehicle? How can I assist further?

At this point, try to determine what the issue is - price? Availability? Something else?