

## **PARTS PHONE SCRIPT**

- 1. IT'S A GREAT DAY AT (Dealership), THIS IS \_\_\_\_\_; HOW MAY I HELP YOU?  
1.5(WHO DO I HAVE THE PLEASEURE SPEAKING WITH?)**
- 2. SO, I BETTER UNDERSTAND YOUR NEEDS, I HAVE A FEW QUESTIONS I'D LIKE TO ASK.  
- WHAT IS THE YEAR, MAKE AND MODEL OF THE VEHICLE?  
- WHAT IS THE LAST 8 OF THE VIN NUMBER FOR THE VEHICLE?**
- 3. GREAT, THANK YOU. SO, I DON'T WASTE YOUR TIME LET ME CHECK WHAT'S AVAILABLE; THIS SHOULD TAKE ABOUT 5 MIN. WHAT IS A GOOD CALL BACK NUMBER IF WE GET DISCONNECTED?**
- 4. IT LOOKS LIKE WE HAVE THAT PART AVAILABLE, AND SPEAKING OF AVAILABILITY, WHEN ARE YOU AVAILABLE? RIGHT NOW, OR LATER TODAY?  
  
4.5 IF CUSTOMER IS FROM OUT-OF-TOWN OFFER PAYMENT OVER THE PHONE AND SHIPPING.**
- 5. DO YOU HAVE A PEN HANDY; I HAVE SOMETHING IMPORTANT FOR YOU TO WRITE DOWN? (SPELL YOUR LAST NAME), MY FIRST NAME IS \_\_\_\_\_, AND MY DIRECT NUMBER IS \_\_\_\_\_. WOULD YOU GIVE ME A COURTESY CALL IF YOU'RE RUNNING EARLY OR LATE?**
- 6. DO YOU KNOW WHERE WE ARE LOCATED? WHAT PART OF TOWN ARE YOU COMING FROM? (DO THE MENTAL DRIVE)**
- 7. GREAT, I'M LOOKING FORWARD TO MEETING YOU AND GETTING THE PART FOR YOU.**