

ACTION PLAN 1

What will you do differently as a result of what you learned in this section?

I want to train my parts guys to be more, thorough with phone calls and have better word trackers when talking to customers.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

The benefits would be better customer service and would increase sales. Consequence would be lost sales, and a poor customer experience.

What obstacles might you encounter and how can you overcome them?

The parts guys might be stuck in old ways and might not want to change. Would have a sit down meeting with everyone that this is the new direction we're going.

Identify your first few steps and the people who can help you with them.

First steps would be sitting back there and listening to how the conversation's go. Then once I see the mistake's I would step in and start training and giving word trackers.

Start Date: 2/1/24

Completion Date: 3/1/24