

Week 2 Action Plan

Specific - We will use phone ninjas scripts for our parts department as a guide/script for improving phone calls. We want to have an overall 4.0 out of 5.0 score on all inbound phone calls.

Measurable: We will use the Phone Ninjas grading system that they provide for these phone calls.

Attainable: 4.0 out of 5.0 is attainable. The sales department has been consistently over 4.5 out of 5.0 most months. Once we build up the team, we can change it to 4.50.

Relevant: Our team was taking phone calls without any guide. This will make sure they are properly helping the customer and attaining customer information. This will improve our phone call efficiency!