

Lost Sale Quiz

KEM

First, read each situation and then indicate whether your department would have you post a lost sale by placing a check mark in either Yes or the No column.

Situation		Yes	No
1	A technician needs a part to complete a repair. The part is not available in your inventory, You locate the part at a neighboring dealership and inform the service advisor managing the job. The advisor authorizes you to order the part. The part is given to the technician later that day and the repair is complete.		<input checked="" type="checkbox"/>
2	A technician needs a part to complete a repair. The part is not available in your inventory, nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job: He/she authorizes a daily order and places the vehicle in a down condition. The next morning, the part arrives and the technician completes the repair.		<input checked="" type="checkbox"/>
3	A technician needs a part to complete a repair. The part is not available in your inventory nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job. Since the vehicle is safe to drive, he/she requests that you order the part for later and the customer takes possession of the vehicle. The needed part is added to that week's stock order as a customer order.		<input checked="" type="checkbox"/>
4	What would you do if the customer described in item 3 above had prepaid for the special-order part?		<input checked="" type="checkbox"/>
5	A customer comes in to buy a part that is available in your inventory. However, upon learning that the part's cost is more than he is willing to pay (even after you offer him a reasonable discount), he leaves without making purchase.		<input checked="" type="checkbox"/>
6	About two months after the customer special order described above in item 3, the customer has not returned to have the part installed. Your manager gives you a new bin location and tells you to relocate the special-ordered part from the special-order bin to the new location.		<input checked="" type="checkbox"/>
7	A local dealership calls looking for a needed part to complete a repair in their service department. You check but discover that you don't have the part in stock.	<input checked="" type="checkbox"/>	
8	A service customer asked to have repair done but the needed part is not available in your inventory. You learn that a local dealership has several in stock but is unwilling to sell to you because the part is on national back order. You offer to place a special order for your customer but he/she declines and leaves.	<input checked="" type="checkbox"/>	
9	A customer is leaving town tomorrow morning at 5:30 a.m. and needs their car back today. The needed part is not available in your inventory nor is it available locally. At the customer's insistence, you locate an after-market part and technician completes the repair before the day's end.	<input checked="" type="checkbox"/>	
10	A customer calls and request a door handle for a 1971 Cuda and to your amazement, you don't have the part.		

IS THIS HANDLE
 AVAIL FROM THE
 MANUFACTURER
 OR DISCONTINUED

Lost Sale Quiz

MIKE F.

First, read each situation and then indicate whether your department would have you post a lost sale by placing a check mark in either Yes or the No column.			
Situation		Yes	No
1	A technician needs a part to complete a repair. The part is not available in your inventory, You locate the part at a neighboring dealership and inform the service advisor managing the job. The advisor authorizes you to order the part. The part is given to the technician later that day and the repair is complete.		X
2	A technician needs a part to complete a repair. The part is not available in your inventory, nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job: He/she authorizes a daily order and places the vehicle in a down condition. The next morning, the part arrives and the technician completes the repair.	X	
3	A technician needs a part to complete a repair. The part is not available in your inventory nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job. Since the vehicle is safe to drive, he/she requests that you order the part for later and the customer takes possession of the vehicle. The needed part is added to that week's stock order as a customer order.	X	
4	What would you do if the customer described in item 3 above had prepaid for the special-order part?	X	
5	A customer comes in to buy a part that is available in your inventory. However, upon learning that the part's cost is more than he is willing to pay (even after you offer him a reasonable discount), he leaves without making purchase.		X
6	About two months after the customer special order described above in item 3, the customer has not returned to have the part installed. Your manager gives you a new bin location and tells you to relocate the special-ordered part from the special-order bin to the new location.		X
7	A local dealership calls looking for a needed part to complete a repair in their service department. You check but discover that you don't have the part in stock.		X
8	A service customer asked to have repair done but the needed part is not available in your inventory. You learn that a local dealership has several in stock but is unwilling to sell to you because the part is on national back order. You offer to place a special order for your customer but he/she declines and leaves.	X	
9	A customer is leaving town tomorrow morning at 5:30 a.m. and needs their car back today. The needed part is not available in your inventory nor is it available locally. At the customer's insistence, you locate an after-market part and technician completes the repair before the day's end.		X
10	A customer calls and request a door handle for a 1971 Cuda and to your amazement, you don't have the part.		X

Lost Sale Quiz

REID

First, read each situation and then indicate whether your department would have you post a lost sale by placing a check mark in either Yes or the No column.

	Situation	Yes	No
1	A technician needs a part to complete a repair. The part is not available in your inventory, You locate the part at a neighboring dealership and inform the service advisor managing the job. The advisor authorizes you to order the part. The part is given to the technician later that day and the repair is complete.		X
2	A technician needs a part to complete a repair. The part is not available in your inventory, nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job: He/she authorizes a daily order and places the vehicle in a down condition. The next morning, the part arrives and the technician completes the repair.		X
3	A technician needs a part to complete a repair. The part is not available in your inventory nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job. Since the vehicle is safe to drive, he/she requests that you order the part for later and the customer takes possession of the vehicle. The needed part is added to that week's stock order as a customer order.		X
4	What would you do if the customer described in item 3 above had prepaid for the special-order part?		X
5	A customer comes in to buy a part that is available in your inventory. However, upon learning that the part's cost is more than he is willing to pay (even after you offer him a reasonable discount), he leaves without making purchase.		X
6	About two months after the customer special order described above in item 3, the customer has not returned to have the part installed. Your manager gives you a new bin location and tells you to relocate the special-ordered part from the special-order bin to the new location.		X
7	A local dealership calls looking for a needed part to complete a repair in their service department. You check but discover that you don't have the part in stock.		X
8	A service customer asked to have repair done but the needed part is not available in your inventory. You learn that a local dealership has several in stock but is unwilling to sell to you because the part is on national back order. You offer to place a special order for your customer but he/she declines and leaves.	X	
9	A customer is leaving town tomorrow morning at 5:30 a.m. and needs their car back today. The needed part is not available in your inventory nor is it available locally. At the customer's insistence, you locate an after-market part and technician completes the repair before the day's end.	X	
10	A customer calls and request a door handle for a 1971 Cuda and to your amazement, you don't have the part.		X



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Company 01

MFG	Part #	Description	Bin	OHQ	OOQ	Cost	Core Cost	Value
GM	19420330	REFURBISHED MODULE - 3.670	LOCATE	-1	1	376.52	100.00	-476.52
GM	84671374	RADIATOR - 1.219	LOCATE	-1	1	250.34	0.00	-250.34
GM	11548684	BOLT - 0.669	101E	-2	2	0.33	0.00	-0.66
GM	85001547	FASCIA - 7.831		-1	1	346.60	75.00	-421.60
GM	12692200	MODULE - 3.670		-1	0	183.60	25.00	-208.60
GM	25807858	HARNESS - 6.522	LOCATE	-1	1	89.57	0.00	-89.57
GM	22792192	HOSE - 12.809		-1		23.76	0.00	-23.76
GM	12730576	PAN - 1.426	LOCATE	-2	2	104.67	0.00	-209.34
GM	42564933	TRAY PKG - 15.222	LOCATE	-1		127.50	0.00	-127.50
GM	23292624	HOSE - 9.226	LOCATE	-1	1	54.08	0.00	-54.08
GM	12653395	SEAL - 3.304		-1	1	31.54	0.00	-31.54
GM	9597799	CAP - 5.858		-1	1	52.43	0.00	-52.43
GM	24050462	MODULE - 2.215	LOCATE	-1	1	303.75	0.00	-303.75
GM	84825840	LAMP - 8.225	LOCATE	-1	1	79.20	0.00	-79.20
GM	84733663	PANEL - 12.966	LOCATE	-1	1	155.63	0.00	-155.63
GM	84909123	BRACKET - 7.831	LOCATE	-1	1	37.40	0.00	-37.40
GM	19433305	REMANUFACTURED TRANSMISSION - 4.003	LOCATE	-1	1	3,093.99	3000.00	-6,093.99
GM	85590925	LINK - 7.240	LOCATE	-1	1	15.28	0.00	-15.28
GM	11547349	NUT - 7.240	LOCATE	-2	2	4.10	0.00	-8.20
GM	85534274	MOLDING - 16.290	LOCATE	-1	1	35.32	0.00	-35.32
GM	11549201	BOLT - 3.901	LOCATE	-2	2	2.78	0.00	-5.56
GM	84637398	HOUSING - 12.809	LOCATE	-1	1	315.38	0.00	-315.38
GM	22862244	LATCH - 10.470	LOCATE	-1	1	144.08	0.00	-144.08
GM	15914079	RADIATOR - 1.219		-1	2	356.79	0.00	-356.79
GM	55510254	VALVE - 3.670		-1	1	42.19	0.00	-42.19
GM	84084502	SPOILER PKG - 7.833		-1	1	1,258.83	0.00	-1,258.83
GM	84964448	HUB - 6.307		-2	0	186.83	0.00	-373.66
GM	23131838	FRAME - 12.809	LOCATE	-1	1	566.28	0.00	-566.28
GM	85543184	PANEL - 14.640	LOCATE	-1	1	705.34	0.00	-705.34
GM	84782017	MODULE KIT - 3.107	LOCATE	-1	1	86.24	0.00	-86.24
GM	55510043	VALVE - 3.670	LOCATE	-1	1	48.36	0.00	-48.36
GM	23183670	COMPARTMENT - 16.575		-1	1	168.75	0.00	-168.75
Total Negative On Hand Value				-37		-9,546.17	-3,200.00	-12,746.17