

PHONE SCRIPT

1. Get the VIN if you can but don't make a big deal right away.
2. After the customer explains what they need, you may want to ask them if they have the VIN or if they have had their vehicle in for service (you can search our data base for their vehicle) and explain that the VIN is the best way to get the right part at the right price.
3. If you cannot get the VIN then look the part up by make and model and give the customer a price range of what the part would cost. Be sure to reiterate that we will need the VIN to ensure accuracy in fitment and price (Vin is required with all special orders)
4. If you are having trouble finding the part they need try not to spend too much time hunting for it and ask a coworker (Parts manager or Assistant manager for help.
5. Once the part is identified be sure to ask the customer for normal related parts that would help complete the job (antifreeze for water pumps, drain plug washers for engine oil, differential and transmission services)
6. Part in stock: Be sure to ask the customer if they would like us to place the part in will call for pick up or if they would like it shipped to them. If not save the transaction as a quote.
7. Part not in stock: Advise the customer that the part is not in stock but can be ordered and the ETA. Ask if they would like us to order it for them? (All special orders are to be prepaid)