

One of the most important things I brought out of the class was our lack of phone skills in our parts department. I feel just answering the phone properly could greatly improve our performance, however training is the ultimate key in answering and making calls, to possible outside sources to create new business and keep the business we have. My plan is consistent with your instruction to keep it simple.

beginning Monday we will start the process of personal training. Each counter person will be trained and monitored on a weekly bases, starting out with listening to their selves on the recorded calls and give constructive criticism.

I will provide proven scripts that are known to create and up sale, like any other successful business, like At&t or Amazon. Example (Most customers that buy this part normally buys ___ as well. This is like upsizing In the drive through. With the training and the scripts our business should increase substantially. With the incursion of training our Customer satisfaction should increase as well. As I stated I would keep it simple, but the rewards could be enormous.