



ACTIVITY: IMPROVING THE SALE

Work in your teams to create a job aid that your parts employees can use to improve their phone customer service.

- Create a word track template to hang on the wall touching on a pertinent talking points.

- OR -

- Create a form to be filled out during each phone call touching on all talking points and information gathering.

- proper greeting

- ask how they heard about US Referral, Repeat etc

- gathering customer info

- answer questions directly etc.

