

## ACTION PLAN 1

What will you do differently as a result of what you learned in this section?

Teach phone skills to the parts counter  
personal

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

The benefit will be increasing sales from  
parts counter personal.

What obstacles might you encounter and how can you overcome them?

Push back will be from the old school  
attitude from the parts manager who has been  
there 40+ years to counter personal for the last  
8+ years

Identify your first few steps and the people who can help you with them.

We already have inhouse schooling for  
the sales team and service advisors.  
Those instructors can help teach the parts team to  
act more like a salesperson on the phone and in person.

Start Date:

1/2/25

Completion Date:

ongoing training