

Departmental Action Plan Template

Student Name: SHANE LANCE

Class & Student Number: N337

Academy Week (Var II): WEEK 5

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

(Homework modules assigned)

Having a detailed word track for receptionist to follow when the phone calls in to the store for service dept, and sales dept specific things to say and not say in that very important phone call.

Overall Objective and Specific Desired Results: Improve overall phone skills from the receptionist all the way to each and every employee in the company who takes a phone call from a customer!

Describe your action plan in detail (be specific and include before and after measurements)

Zero phone skills training currently in place at store.

Having phone skills put in place for all departments in the store:

RECEPTIONIST, CASHIER, SERVICE ADVISOR, PARTS COUNTER, SALES DEPT BOTH INTERNET AND FLOOR

Having management follow up by listening to phone conversations in each and every dept.

Timeline:

Describe specific short term and long term checkpoints to monitor progress

Timeline is from this day forward and will be a daily process to monitor its very crucial to a successful dealership.

Meeting with Stakeholders (dealership personnel)

Describe what behavior change is needed to support desired goal. Address required coaching, training and/or consequences (PINO, Gain, Pain).

Include timelines / Accountability / Monitoring process

- a. Who: Starts with myself the GM
- b. What: Phone Skills Training in All Departments

- c. By When: On going process each and every month, always new hires coming
- d. How: Dept Managers for all depts in the store

Dealer agreement:

If you need your sponsors support or approval to implement your plan, have it signed off before you start. If you can proceed on your own, present this action plan to your sponsor before next class. Describe the meeting:
