

ACTION PLAN 7

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

Provide telephone sales training skills for all parts salespeople.

This can be done by signing them up through Advance Phone-ups. We currently use them for BDC phone sales training.

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

There will probably be some opposition from the longer tenured salespeople. This can be overcome by explaining the benefits that can be derived through greater sales.

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

Arrange a phone introduction with John (parts Manager) and Sales Advisor at Advance Phone

Ups to coordinate setting up the salespeople and beginning the introductory calls.

Then it's just a matter of doing the weekly follow up to make sure the training is taking place.

Start Date: November 4, 2019 Completion Date: Training will be ongoing