

# BRIAN & MARK'S PARTS EMPORIUM

**Parts Department Job Aid**  
[WeGotParts.com](http://WeGotParts.com)

# WORLD CLASS GREETING

-“It’s a wonderful day at Brian & Mark’s Parts Emporium, the largest parts distributor in the Upper Midwest. This is Whitney, how may I assist you?”

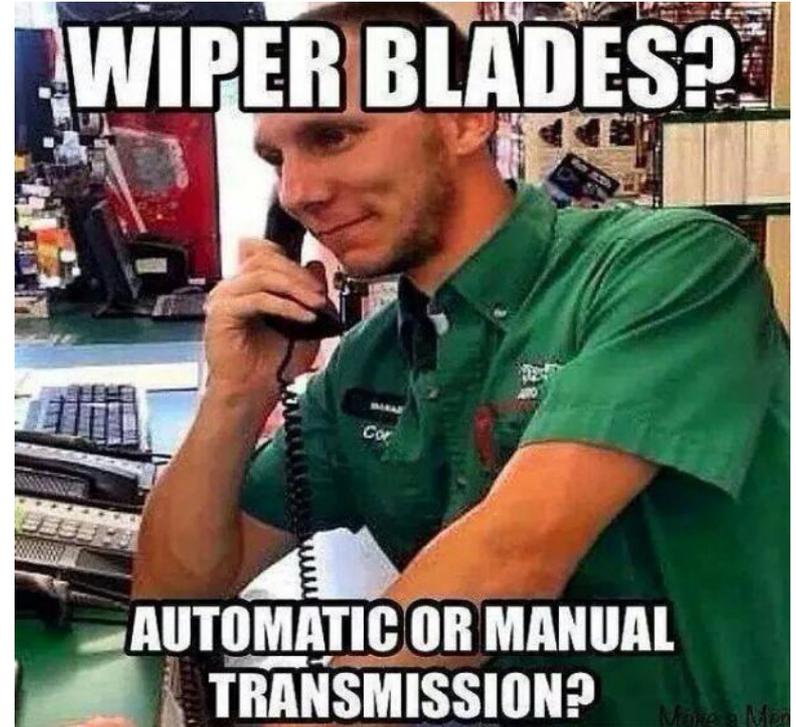
-“How’s your day going today?”

-Smile!!! They can tell!



# FACT FINDING/NEEDS ASSESSMENT

- What parts do you need?
- Year?
- Make?
- Model?
- VIN#?
- Engine size?
- Automatic or Manual?



# SELL THE SIZZLE

- “Great News! We have the part in stock!”
- Highlights of the part/product
- For example, “this is the factory recommended battery comes with 700 cold cranking amps and a 5 year warranty!”



# ALWAYS BE CLOSING - ASSUME THE SALE

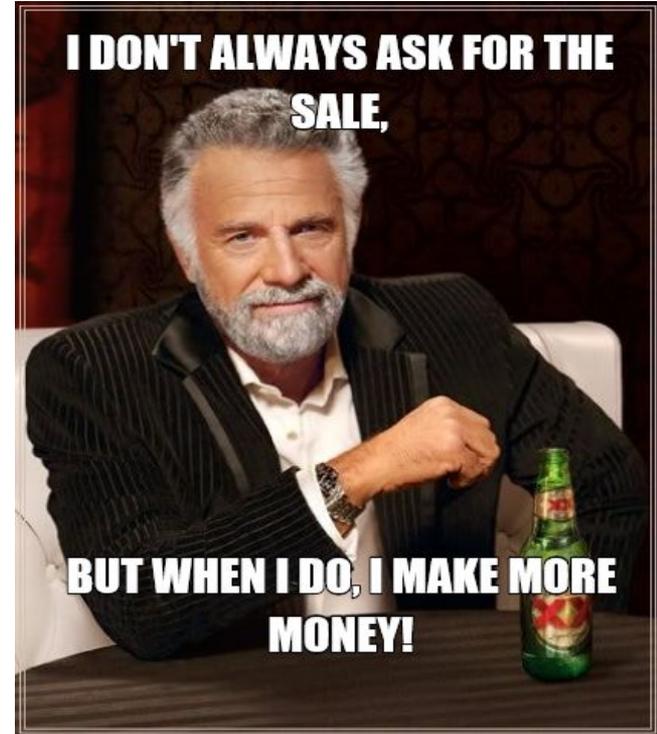
-”Your total comes to \$XXX.XX and includes tax.

-”Which do you prefer, pick up, delivery, or shipping?”

-Provide the estimated pick up or delivery time.

-”Cash, Credit, Charge”?

-”Thank you for choosing to shop with Brian and Mark’s Parts Emporium.





**DOLLA DOLLA  
BILLS, Y'ALL**