

Warm Friendly Greeting



Fact Finding:  
Contact Info,  
Vehicle info and vin,  
What they are looking for.  
If they are unsure try to set service appt.



Locate the Part they want  
Double Check Fitment



Quote Price using Matrix Pricing  
Build Value in why OEM part is better, talk warranty, return policy etc.



Ask for the sale, and check if they need anything else,  
More parts or even a service appointment.

#### Sample Script (Best Case Scenario)

**Parts:** (Dealership Name) Parts thanks for holding this is (your name) whom am I speaking with?

**Customer:** My name is (customers name)

**Parts:** Thank you (customers name). Would I be able to get your number in case we get disconnected?

**Customer:** Yes, my number is 123-456-7891

**Parts:** Thank you how may I assist you today?

**Customer:** I am looking for a (description of part) for my (description of vehicle)

**Parts:** Great let me look it up for you. Do you happen to have the vin number for the vehicle because this will allow me to make sure I locate the part you need and also double check the fitment.

**Customer:** The vin number is 12345678910111213.

**Parts:** Thank you. It looks like I found the part you need and good news we do have it in stock. That part costs \$93. (Follow pricing matrix when quoting. No discounting right away.) When would you like to stop by and pick it up.

**IF you don't have it:**

Thank you. It looks like that is a part that we don't stock but it is in my local warehouse and I should be able to get it by tomorrow at 10:00 a.m. The part costs \$93. (follow matrix pricing when quoting. No discounts right away) Does that work for you?

**Customer:** Oh \$93 that was more than I thought. I have seen them online for \$78. Can you do any better on the price.

**Parts:** This part normally sells for \$100 so I have already discounted it down to \$93. This is a OEM part and I want to make sure you know that it does come with a warranty in case the part happens to be faulty or if the part breaks within 12 months or 12,000 miles (specific time period depending on what the factory offers.) So is this something I can set aside for you? We are here from 8-530 Monday-Friday and 8-4 on Saturdays.

**Customer:** Yes that would be great. I will be there \_\_\_\_\_.

**Parts:** Perfect, we will see you then. Is there anything else I can get for you?

**Customer:** No, that was all I needed. Thank you!

**Parts:** Ok Great we will see you \_\_\_\_\_. Have a great day!

Parts Call Information Cheat Sheet

Customers Name:

\_\_\_\_\_

Customer Phone #:

\_\_\_\_\_

Description of Vehicle:

\_\_\_\_\_

What Part Do they Need:

\_\_\_\_\_

Actual Part Number:

\_\_\_\_\_

Where is it at.

Stock/Order: \_\_\_\_\_

Price Quoted:

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When you placed the order:

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When Customer Plans to pick up. Time/Date:

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