

## **Parts Department Job Aid**

***While taking any phone call, always minimize background chatter - do not have conversations with co workers while talking with a customer.***

- Introduction
- o Hello - “ Welcome to the Parts department, this is \_\_\_\_\_ how may I assist you?
  - (A) CUST: I am looking for a part.
    - PARTS: Great, I’ll be happy to assist, have you been here before?
      - o CUST: YES - Awesome, thanks for giving us a call back today - What is your phone number/name/etc/do you have the last 8 of the VIN? (preferred method for looking up customer record)
      - o CUST: NO - Well, thank you for giving us a call today, in order to determine the right part I will need the last 8 of your VIN.
  - (B) CUST: I need help with my car
    - PARTS: Alright, what can I help you with?
      - o CUST: I have a “X” broken part on my car - and it needs replaced.
        - PARTS: OK, are you looking for assistance in the part and repair/replacement, or just the part today?
          - CUST: Part only (go to A)
          - CUST: Repair/replacement
            - o PARTS: Refer customer to service department to schedule an appointment.

***In order to locate a part, we need to always confirm the vehicle with the use of the entire VIN number/last 8 of VIN, customer record, etc.***

[VIN/CUSTOMER INFORMATION RECEIVED]

- PARTS: One moment, while I look your vehicle information for [PART X]
- PART AVAILABILITY
  - o (1) PARTS: We have [PART X] available, for \$X.XX. Would you like to purchase and pickup today?
    - CUST: YES
      - PARTS: Great, let me go ahead and set this aside for you. What time can we expect you and do you know where we our store is located and hours?
        - o CUST/PARTS: Answer accordingly, thank customer for business and close up phone call.
  - CUST: NO
    - PARTS: Are you unsure about the part or what may be wrong with your vehicle? How can I assist further?
      - o CUST/PARTS: Answer accordingly - if price/availability may be able to assist further - dig to figure out the customer objection of buying the part.