Group Jake, Jack, Zack, Stephen, and Dave

Hi welcome to ABC Motors this is Stephen who do I have the pleasure of speaking with?

Name

 Hey <u>Name.!</u> Are you calling for pricing information , product availability, or maybe a little bit of both?

If pricing information

Great, we have multiple options ranging from the OEM recommended parts to other more affordable options. I want to be respectful of your time. Is this something you need right away, or do you have some flexibility?

 Great! Our mission is to get you affordable parts in a reasonable time. If I can do that can I earn your business?

If product Availability

Wonderful! We have a great selection of parts in stock, in our dealer network, and in transit. Is this something you need today or do we have some flexibility on time?

> **If no flexibility**

> Great well I want to be respectful of your time. If this is something I have in stock or can get today can I earn your business? (what's your phone number, and vin number and I will handle the paperwork)

> **If flexible**

> Great well you've been easy to work with and I want to provide a great experience for you. So if I can get that part at a great price and in a reasonable amount of time can I earn your business? (what's your phone number and vin number)

If both or general inquiry

Great, I want to be respectful of your time and fully understand your concern. Can you describe the issue you are having?

I understand and want to help. In order to save you the most money, we need to get your vehicle in for an inspection. The last thing I want to do is sell you a part you do not need or won't solve the problem. When would be a good time to schedule an appointment?

Customer asks for a discount

A) I understand about the price but unfortunately that's the best I can do. This part is

specifically designed for your _____ so you know this is the best match for your vehicle. Can I go ahead and set aside/order that part for you?

B) Unfortunately, _____ is the best I can offer. If anything changes in the near future, may I contact you?