

# How To Process A Phone Order

# Answering

## Answer with a smile

- The human voice changes when smiling. It is readily perceivable to the caller and it sets the tone for the rest of the call.
- Studies have proven a smile puts the caller at ease.

## Identify yourself and the dealership

- "Thank you for calling RCJ this is \_\_\_\_\_ how can I help you"

## Putting customers on hold

- Follow same answering protocol
- Ask customer if they can hold
- Explain to customer that they will be on hold for a few minutes while you complete your current task
- Once you get back on the line, apologize and acknowledge the hold time, proceed with call

# Build Your Quote

Obtain the customer's vin, name, email, and number

Look up the correct part(s)

- Remember to ask prodding questions to ensure the correct part(s) is found

Offer any additional parts that may be required to complete the job

Inform customer of quote price and part ETA(s)

**ASK FOR THE SALE!!!**

- "I can send you an electronic invoice via PayPal and once you have completed payment your order will be processed"

Once customer agrees, explain transactions received before 4:30 pm will be processed the same day, anything after 4:30 pm will be processed the following business day.

Add PHONE in PO field

Print your quote and place it in the "To be processed" bin for processing

# PayPal payment

Quote will then be converted into an online invoice

Invoice can only be sent to customer via Email at this time

Along with the PayPal invoice customer will receive a digital copy of your original quote so they can review the quoted items and make sure all parts are correct

Encourage customer to make sure the quoted parts are in fact the parts they need

Company return policies and regulations will be included with invoice, encourage customer to review

Once payment is confirmed , invoice can then be processed

# Bring it home!!

Once payment is confirmed, process invoice

- Place order if part is not in stock
- Once part is received, pick order and place in pick up bin/area

Call customer and inform part has arrived

Congratulate yourself for a job well done!!