

Parts: Hello and Thank you for calling Parts dept. My name is _____, What INFORMATION can I get for you today?

Cust: I'm looking for _____ for this type of vehicle..

Parts: Excellent, I'll be happy to assist you. So I can assist you better, Do you happen to have the VIN number of your vehicle or perhaps bought it here?

Cust: Yes the number is_____.

Parts: Great, allow my to check the availability on this part. In the event we get disconnected, may I have your name _____and your phone # is _____.

Parts: Let me put you on a brief hold.... (seconds later)

Parts: Great News, the part is available and ready for pick up. And the price is _____, would you like to take care of this over the phone?

Cust: Yes I can pay for it over the phone.

If the part is not available

Cust: Yes the Vin # is _____

Parts: Great, allow my to check the availability on this part. In the event we get disconnected, may I have your Name _____ and your Cell is _____

Parts: Let me put you on a brief hold..... (seconds later)

Parts: Great news, the part is available and we can have it here by _____ And the price is_____

Parts: Would you like for us to place the order for rapid delivery?

Cust: NO that's fine... I need the part now...

Parts: I understand, allow me to check if we can get it rapidly. If we can get the part to you by today or tomorrow, is this something you would move forward with today?

- If Yes.... (Great allow me to go work for you) (follow up with a call)