

FIXED OPERATIONS 1-PARTS

ACTION PLAN 1

What we will do differently:

- *I will have the Parts Sales guys study the call guide. They need to use the guide to stay on track and to gather customer information and answer questions.*
- *I will also install a Parts Phone Up log for each Sales guy. They can log each call that they take and have something to use to follow up with*

Benefits and Consequences:

- *By using the call guides, they will sell more parts and they will have customer information to follow up with*
- *If they don't use the guides, then they won't be able to take incoming parts calls until they learn how to use them correctly*

Push backs:

- *They won't like to be charted. Most parts people are kind of a self-managed employee. Not to say they aren't trust worthy, it just their manager was trained this way of "answer the phone, go look if the part is there, tell them yes or no and get the next call".*
- *Work with them personally and show them it will work to benefit their pay plan and they will do as you ask.*

Identify the first steps and who can help with them:

- *The first thing we will do is to identify the guys that aren't "bad" on the phones.*
- *Work with them personally and make sure they understand how important it is to do this correctly. Show them how it will help their pay plan by selling more parts over the phone.*
- *The Parts manager and the BDC manager will help them use the call guides.*