

Parts Phone Script

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Parts sales: Thank you for calling XYZ Motors Parts department this is _____ serving parts for over ___ years. How can I help you?

Customer response: Hi I am looking for

Parts sales: Yes sir/ma'am I will look that up. First I want to get your information. What is your first and last name? If you have ever been in for parts, service, or sales your vehicle information will be in our system.

(Use their name throughout the conversation)

Parts sales action: Gather customer information.

- A. Name
- B. Phone number
- C. Vin number (if available)
- D. If vin not available get year, make, model

Parts action: Check system to see if they are in. If not enter their information.

Parts sales: I see that you were not in our system. Now that I have entered your information, let me take a look to see what options we have for you.

Customer response: That'll be great

Parts action: Give them a good, better, best option. Explain the difference between the different parts

IF PART IS IN STOCK PROCEED. IF PART IS NOT IN STOCK GIVE THEM A TIMELINE ON WHEN YOU WOULD EXPECT IT TO ARRIVE.

IF ORDERED-NOT IN STOCK Parts action: If customer agrees ask them if they would like you to order the part. Collect payment information and order the part, tell them you will call them when it arrives.

Parts sales: Which of those options works best for you?

Customer response: The cheapest one.

Parts sales: Would you like our service department to help with the installation?

Parts action: If yes put into contact with service advisor to schedule

If no, ask if they want to pay over the phone or when they come pick it up.

Parts action: If they pay for it now, ring up the transaction with credit card info. If no...

Parts sales: When would you like to pick up your part? Today, or later this evening? (Offer delivery if possible). (If they are picking it up in store) offer our free inspection with every parts sale and remind them of our sale on new batteries

Parts sales: Thank you for your business _____ (use their name). It has been a pleasure working with you. Again my name is _____ (your name). Please let me know if I can help you in the future.