

Parts Phone Etiquette

- Answer with your name.
- Ask the customer his/her name and phone number.
- How may I assist you?
- Did you purchase and/or have your car serviced here?
- Respond with price, availability, ask if they will be installing this themselves and if not offer to connect to service for an installation price.
- Suggest other parts that may be needed.
- Announce hours of operation and thank them for the call.

Tom Corcoran

Alex Calvert

Jordan Cooper

Robert Heim

Eric Voelkerding