

Always ask for a name so you can address the customer personally

Restate what they are looking for so you both understand.

offer up sale such as hardware, coolant, gaskets, etc.

When quoting ask if service can install it for them.

Ask for the sale (tell the customer you have it ready for them)

Always thank the customer for choosing us (customer have lots of choices)

If a message was left, try to respond back in a timely manner, with as much need info to take care of customer needs as possible

Present yourself to the customer: via name, position.

Speak with clarity and strong tone, but deliver in an understanding pace.

TEAM CENTRAL 2: KYLE MATTINGLY, FRANK KOSIEK, ADAM EMERY, JEFF MAULT, WIL WILLIS