

PARTS EMPLOYEE CALL TOOL

1. Greeting: *[Dealership Name] Parts Department, my name is _____, how can I assist you?*
2. Key Points to Address on all Calls
 - a. Obtain customer's name, phone number and information
 - i. Ask if current customer
 - b. Identify part
 - i. Ask for VIN Number
 - ii. If no VIN, ask for year, make, and model
 - c. Confirm availability, time frame, and pricing
 - i. Offer alternative options, if available
 - ii. Present any potential complementary or additional products related to the desired part for installation or other purposes
 - d. If a discount is requested, present any applicable promotions or price matching programs.
 - e. Close the sale!
 - i. Present installation option through service department
 - ii. Ask about payment preference and try to get payment made over the phone
 - iii. Inform customer of department hours and that it will be available for pickup at their convenience during those times
3. Closing: *Thank you for calling [Dealership Name], we appreciate the opportunity and have a great day.*

