

Smile (a smile comes out in your voice) and pick up the phone

Greeting/Introduction:

Hello, this is ____ how may I help you?

I'd be happy to help with that. And your name is?... pause

Thank you _____ what year and model is your vehicle? (compliment their vehicle in some genuine manner)

Great and you are looking for a _____?

Let me check on the availability of that, one moment please.

Scenario 1 - Part is INSTOCK:

Good news, I see we have the _____ in stock. Would you like to come in and pick it up or do you need to have it installed?

Pick Up Part:

Great. Do you live close by? (friendly conversation)

I'll see you later and I will have the part ready for you here in the parts department. We are open until _____ today. Are you familiar with where we are located? (If not, provide the address).

May I have your phone number and email address so that I may attach it to your item?

Install the Part:

I can help arrange that. What is your phone number and email address? I will transfer you to our service department. A service consultant will schedule the installation for you.

Is there anything else I can do for you before I transfer you? Thank you for your business. This is ____ if you have any other questions.

** (email the service advisor with the customer contact info and the specific part to be installed.

SM can ensure that the appointment was scheduled.

Put a tag on the part reflecting the RO #, appointment date, and customer name.

Scenario 2 - Part needs to be ORDERED:

I'd be happy to order that for you. I can have it here for you on _____. Will that work for you?

Yes:

Collect SOP payment

I will just need to collect your payment so I may get the order placed. Your total today is \$_____ I can take that payment by credit over the phone or I can send you a link to make the payment.

May I have your phone number and email address so I may contact you when the part arrives?

No:

Is there anything else that I may help you with today?

If you decide that you would like to order the part, my name is _____ and the parts department is open until _____ today.