

Lost Sale Quiz

First, read each situation and then indicate whether your department would have you post a lost sale by placing a check mark in either Yes or the No column.

	Situation	Yes	No
1	A technician needs a part to complete a repair. The part is not available in your inventory. You locate the part at a neighboring dealership and inform the service advisor managing the job. The advisor authorizes you to order the part. The part is given to the technician later that day and the repair is complete.		<input checked="" type="checkbox"/>
2	A technician needs a part to complete a repair. The part is not available in your inventory, nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job: He/she authorizes a daily order and places the vehicle in a down condition. The next morning, the part arrives and the technician completes the repair.		<input checked="" type="checkbox"/>
3	A technician needs a part to complete a repair. The part is not available in your inventory nor is it available locally. You find that plenty are available in your facing PDC. You inform the service advisor managing the job. Since the vehicle is safe to drive, he/she requests that you order the part for later and the customer takes possession of the vehicle. The needed part is added to that week's stock order as a customer order.		<input checked="" type="checkbox"/>
4	What would you do if the customer described in item 3 above had prepaid for the special-order part?		<input checked="" type="checkbox"/>
5	A customer comes in to buy a part that is available in your inventory. However, upon learning that the part's cost is more than he is willing to pay (even after you offer him a reasonable discount), he leaves without making purchase.		<input checked="" type="checkbox"/>
6	About two months after the customer special order described above in item 3, the customer has not returned to have the part installed. Your manager gives you a new bin location and tells you to relocate the special-ordered part from the special-order bin to the new location.		<input checked="" type="checkbox"/>
7	A local dealership calls looking for a needed part to complete a repair in their service department. You check but discover that you don't have the part in stock.	<input checked="" type="checkbox"/>	
8	A service customer asked to have repair done but the needed part is not available in your inventory. You learn that a local dealership has several in stock but is unwilling to sell to you because the part is on national back order. You offer to place a special order for your customer but he/she declines and leaves.	<input checked="" type="checkbox"/>	
9	A customer is leaving town tomorrow morning at 5:30 a.m. and needs their car back today. The needed part is not available in your inventory nor is it available locally. At the customer's insistence, you locate an after-market part and technician completes the repair before the day's end.	<input checked="" type="checkbox"/>	
10	A customer calls and request a door handle for a 1971 Cuda and to your amazement, you don't have the part.		<input checked="" type="checkbox"/>

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Mario Alcantar

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SOP Best Practices.

- Parts Consultants take order in.
- All basic information is noted (i.e. name, address, phone, email, etc.)
- Orders are prepaid.
- Parts Consultants enter order details into DMS.
- Only Parts Manager or Parts Assistant can submit to OEM.
- Once part arrives, Service Advisors and Parts Consultants will notify client by all means of communication.
- Service Advisors are to continue reaching out to client to set appointment for pick up or service. Must be done at least once a week.

Luis Alfaro