

Mystery Shopping Parts Department

QUESTION ASK....

1. Did they have the part? NO, OUT OF STOCK
2. Did they discount the price when asked? NO,
3. Did they offer additional items or services? NO
4. Did they ask for the sale? NO
5. Did they obtain your contact information? NO
6. On a scale of 1 to 10, with 10 being the highest, what grade would you give your call?
4/10

NO Name given or Name asked.

Job Aid

- Always ask before putting the customer on hold
- Always have a pen and Paper
- Provide your name and ask, Can I get your name and number in case we get disconnected.
- Be curious when customer does not have details on part needed.
- Parts NOT in stock
Inform customer when part will be available and try to accommodate to their schedule.
- Be aware customer might need to talk to a service advisor and pass along the information.
- Ask for the sale...
- Follow up when needed