

Central Region Parts Phone Flow Chart

Proper Greeting

Good morning/afternoon, Thank you for calling (Dealership Name) Parts, This is (name), I can assist you?

Listen

Identify Customer's needs/ Restate their needs

Obtain Customer's Information

- Name
- Phone #
- Email Address
- Year/Make/Model
- Vin#

Identify Direction of the call

Parts Needs

In stock part-

"Great (Customer's name) the (part name) is in stock, it's (price) plus tax, how would you like to pay for it today?"

Special Order Part- Great (Customer's name), we can have that for you in (time frame), its (price) plus tax, how would you like to pay for it today?"



Service Needs

**DO NOT DIAGNOSE THE
PROBLEM- send to service**

Properly transfer, by introducing the client to the service employee and explaining the issue.

Thank you (customer's name) for calling (Dealership name).
(Service employee name) will take care of you from here

Closing

- Are there any other questions or items I can help you with today?
- Again, my name is (your name) if something comes up
- Restate (customer's name), we thank you for your business

Parts Manager's role will be to implement, train, and inspect that the phone script is being utilized. Training weekly, role playing incoming phone calls, reviewing actual recorded calls, and using the information to continue to train is essential to our success. INSPECT what we EXPECT!!!