

## N384 – Parts Phone Call Script

### **East 1**

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Introduction with Associates Name your Certified Professional @ Dealership Name. Who am I speaking with? Excellent, how can we assist you today? Wait for response. Acknowledge and ask for a good number in case we get disconnected. Once they give you their phone number ask for the email address. (9out of 10 times they will just roll right into it) If a diagnostic question is seemingly being asked look to direct them to Service for a proper Service Diagnostic Apt with good reasons why a good diagnostic will save them money in the long run. If turned down or just a part is needed period, make sure we are getting enough information to qualify the proper part and quote the availability as well as the price. Ask for the Sale...if they ask for discount let's say "we do not have any specials on that right now but we do have such and such coupon if you could use\_\_\_\_\_". If part is not available in stock let client know we are able to get the part in for them on such and such date-immediately go into how would you like to pay for it today? Excellent we will call you at such and such number when the part arrives. Anything else we can get for you today or can we set you up with a Service Apt to help you install said part. We appreciate your business and look forward to seeing you soon...please write down this ticket/invoice number for reference should you have any questions before you arrive. Please see me when you come in again my name is \_\_\_\_\_ your Certified Professional. It was a pleasure talking with you today.