

PARTS: Thank you for calling Bridgewater BMW!! How can I help you today?

CLIENT: I need brakes for my 2014 328 because I hear squealing from the front end. Do you have them in stock?

PARTS: Great! I can definitely help you with that. Before we get started, who am I speaking with today?

CLIENT: John Smith

PARTS: Nice to meet you John. Just in case we get disconnected, can I call you at XXX-XXX-XXXX (Look at caller id)?

CLIENT: Yes

PARTS: Our cars have several different variations of brakes installed at the factory. Do you by any chance have the vehicle identification number handy so I can look up the correct parts that you need?

CLIENT: Yes. I have it. It is XXXXXXXXXXXXXXXXXXXX

PARTS: Great. We have the brake pads, sensor and rotors you need in stock. Total parts would be \$482.50 after tax. I can set this aside with your name on it. Would you like to pick these up at a specific time or would you like our service department to install these for you?

CLIENT: I am pretty handy I can install them myself. I can be there by 2pm

PARTS: Great! Just want to inform you that we also have a special going on with oil filters. They are usually \$17 a filter on sale for \$13 today. Would you like to take advantage of that today while you are picking up the brakes?

CLIENT: No I'm good for now.

PARTS: Awesome! We will have the brakes and rotors set aside for you behind the parts counter when you arrive at 2pm