

## **Parts Department Job Aid:**

- Greet the customer within 10 seconds of entering or within 3 rings of the phone.
- A proper introduction when answering a phone call
- First contact is the key.
- Ask what the customer needs are/what they are trying to accomplish.
- Solve the customers problems, AKA look up the parts they need.
- Sell them the rest of the job and get their info for future contact.
- Always try to use an upbeat tone. You don't want to portray a negative or inconvenienced tone.
- Thank customers for their business. Whether it's a call in customer, online order, or in-person transaction; it's pretty important to let a customer know that you value their business. It leads to repeat customers in the end.