

Parts Department Training

Class 393 – Central A Team



1. Ensure we have a friendly Operator/Greeter. Upon answering we would like the Operator to transfer the call to the parts department and utilize a “welcoming statement”, ie “Ill transfer you to Liz in our Parts Department, which has 30 years of experience in “manufacturer” parts.
2. Ensure that we have a schedule that has someone at the parts counter to tend to clients at all times. Should not leave parts counter unaccompanied. Stress the importance of not leaving the counter. If you must leave, make sure someone is covering your absence.
3. Implement parts discount protocol. Anything over 5% discount must be approved by Parts Manager. All discounts will be reviewed by GM/Operations Manager at month end.

4. Phone trainings and word tracks should include tag lines such as:
 - a. Parts are installed by factory trained Technicians and are covered under manufacturer warranty.
 - b. If you are outside of your manufacturer's warranty, the part will have a Toyota backed warranty.
5. Work with Parts Clerk on upselling or recommending additional services. "Do we need to schedule you for an oil change during your battery installation?"
- 6. Ensure Parts Clerk asks for the sale. If confirmed, offer installation and schedule appointment. Use tag line, "We install it for most of our clients." Or confirm pick up appointment.**
7. We can look into utilizing a third party company for monthly or bi-weekly phone training sessions. Parts Edge, Car Wars are examples. Sometimes we can utilize co-op funds for the training. Check with manufacturer.
8. Implement Phone Training Template below.

PARTS PHONE CALL TRAINING TEMPLATE

EMPLOYEE NAME: _____

DATE: _____

Parts Department, this is (Brian Crossin) Speaking, how may I help you today? Notes:

I'd be happy to assist you. Did you purchase your vehicle here or have you had it in for service before? If so, I can look up your vehicle information. If not, can you please provide me with the VIN?

VIN _____

Year _____

Make _____

Model _____

Trim _____

Look up the part, check pricing and availability:

Part Description: _____

Part Number: _____

Price: _____

Provide relevant information to customer above. Are you planning on picking the part up at will call or would you like the part installed in our shop?

Pick Up: _____

Install: If you'd hold, please, I can get you an installed price. Otherwise, I can get that information and call you back shortly.

Contact service for labor:

Install Cost: _____

Service Advisor: _____

Can you please provide me your contact information?

NAME: _____

ADDRESS: _____

PHONE: _____

EMAIL: _____

We require pre-payment for special order parts, I can take a CC over the phone.

INVOICE# _____

(IF INSTALL) I'd be happy to transfer you to the appointment desk so they can get your appointment scheduled. Is there anything else I can help you with?

NOTES:
