

Improving the Sale Job Aid

- Answer the phone within the 3 second rule
- Identify the sale or need
- Answer the phone with a smile or positive greeting
- Thank the customer for calling and ask permission to put on hold
- Be positive with the client, ask for sale and collect information
- May I put this part on the side for you?
- Provide dealer business hours
- Ask for preferred method of contact such as email if pictures are required for specific part
- Follow up on daily open parts tags, call clients and offer discount to close the sale
- Set expectations during part ordering, so clients are not left in the dark
- use texting capabilities to notify clients of their SOP part arrival
- Thank the client for calling for calling our parts dept.