Departmental Action Plan Template

Student Name:

Class & Student Number:

Academy Week (Var II):

Current situation or challenge you want to address based on the Jennifer Suzuki Outline: (must be quantifiable)

*The top 3 aspects to convey in the first phone call so that we can set a firm appointment.

Overall Objective and Specific Desired Results:

*The objective and desired result is to gain the trust, respect and the savings of their time.

Describe your action plan in detail (be specific and include before and after measurements)

Before action is to train actively and daily on phone scripts geared specifically toward the desired results along with role playing (me being the sales associate and the sales associate being the customer then visa versa). The sales associate is not to take any incoming phone calls until they have mastered the process (phone shops will be done to ensure they have mastered the process. After the expected results from training, phone shops and training will continue throughout the sales associates employment for future measurements and gainful employment.

Timeline:
*After a consistent week (5 days) of thorough one on one training the sales associate should be more than ready to answer incoming phone calls effectively to gain trust, respect and time savings. We will consistently monitor progress on a weekly and monthly basis to ensure effectiveness.

Meeting with Stakeholders (dealership personnel)
*The sales associates will have to change the mindset of selling a car over the phone and setting the appointment. This will be administered by the training managers and sales associates who are not adhering to the training will not be allowed to take incoming phone calls until they have shown the ability to receive incoming phone calls. Consistent daily training and weekly phone shops will ensure that the sales associate is ready for the phones.

Dealer agreement:
The meeting was a very positive meeting. Anything with a plan to get us to the next level is what the GM is looking for.

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