

Diamond Dodge



## PARTS DEPARTMENT MYSTERY SHOPPING EXPERIENCE

### ASSIGNMENT:

Call three dealerships in your community and run through the scenario below. Take notes on your customer service experience.

### SCENARIO:

- Your name is Ed or Emily Sands. It doesn't matter how you pronounce it. Just be consistent.
- You need a new tire, but you don't know the brand or size.
- Select a vehicle make and model they sell and make it 3 or 4 years old.
- You want to know the price of the tire and how long it would take to get it in inventory.

### NOTE THE FOLLOWING:

How many times did the phone ring before someone answered? Did they put you on hold? 3 times and yes.

How did they answer the phone? What was their greeting? Nicely. It was Kevin

How helpful were they? Did they try to help you figure out the size of tire? tried.

Did they give you options? Multiple prices? 2016 Jeep Grand Cherokee. Limited. 20" or 18" No have to call back with the size.

Did they try to set a service appointment to install the tire? Not till I find out the size.

Did they give up on you or give you the dealership down the road's phone number?

NO

What did they do well? What will you copy and add to your store's processes?  
tried to get as much info as possible.

What did they do wrong? What will you do differently to ensure your team does not repeat the same mistakes?  
I thought he did well.