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A woman in a dark blue uniform stands in a long aisle of a parts warehouse. She is looking down at a clipboard she is holding. The aisle is lined with tall metal shelving units containing numerous small drawers. The drawers are organized into sections, with blue labels at the top of each section. The woman's uniform has "JL DEE QUAD" written on the chest. The floor is light-colored and the walls are white. The lighting is bright and even.

N418 Team 2 East
Parts Job Aid

PHONE SKILLS BEST PRACTICES: “LET’S MAKE THE CALL NOT JUST TAKE THE CALL”

- *BEFORE ANSWERING THE PHONE GET RID OF UNNECESSARY DISTRACTIONS AND BE ABLE TO FOCUS SOLELY ON YOUR CALL.
- *GET IN FRONT OF A COMPUTER AND BE ABLE TO LOOK UP CUSTOMER INFO/PART INFO QUICKLY WITHOUT PLACING CUSTOMER ON HOLD
- *THE TIME TO BE READY FOR THIS CALL IS NOT THE TIME TO GET READY
- *DURING THE CALL HAVE POSITIVE ENERGY, SHOW COMPASSION AND HAVE A CONCERN FOR THEIR NEEDS
- *FIND WAY TO SAY “YES” AND OFFER SOLUTIONS RATHER THAN “NO” I CAN’T HELP WITH THAT (I.E. “UNFORTUNATELY I DO NOT HAVE THAT PART IN STOCK HOWEVER I CAN GET IT OVERNIGHTED & HAVE IT HERE TOMORROW IF WE PLACE THE ORDER NOW. WOULD THAT WORK FOR YOU?”
- *TAKE DOWN CUSTOMER NAME AND INFO IN CASE CALL IS DROPPED OR YOU HAVE TO CALL THEM BACK
- *IF YOU HAVE TO CALL BACK DO SO WITHIN 10-15 MINUTES WITH INFO REQUESTED. BE ORGANIZED DON’T FORGET ABOUT THEIR CALL/NEEDS. DELIVER ON YOUR FIRST PROMISE THE CALL BACK.
- *TRANSFER THE CALL PERSONALLY TO SERVICE, DO NOT MAKE CUSTOMER HANG UP AND CALL THE STORE AGAIN.
- *WHEN YOU TRANSFER DO SO W/ A WARM TRANSFER WHICH INCLUDES AN INTRODUCTION TO ADVISOR & CUSTOMER. PLEASE CLIFF NOTE YOUR INTERACTION AT THAT POINT SO THE CUSTOMER DOES NOT HAVE TO REPEAT PRIOR DISCUSSION NEEDS.
- *ABC...ALWAYS BE CLOSING....REMEMBER TO ASK FOR THE SALE!