

Action plan

What will you do differently as a result of what you learned in this session?

After “Mystery Shopping” my store with a classmate, I am totally convinced that our parts department employees lack communication skills and thus need “phone calls training”. Moving forward we must put in a “phone call process” in place.

What would be the benefits of making these changes? What will be the consequences if you don't do anything different?

Changing the way we handle calls not only will increase the amount of transaction/profit we do, but will also guarantee us more future satisfied returning customers. However not being able to change the current way of handling calls will always put us at risk to lose the sale/future loyal happy customers.

What obstacles might you encounter and how can you overcome them?

The major obstacle that I will be facing is having every employee of the parts department on board and willing to relook/rethink at what they have been doing for the past 10 years.

Identify your first few steps and the people who can help you with them.

One important step is to “record inbound calls” and go over them with the parts manager before introducing the training/new phone call process.

Start date:

Immediately (March 2023)

Completion date:

Within three months (by June 2023)