

Parts department phone call script:

Phone should be answered in 3 rings or less.

Greet with company name, your name and "how may I help you today?"

Ask for VIN #, but if unavailable get as much information as possible and give approximate pricing.

Ask for the sale and prepayment. Would they like pick it up or have it couriered for a small fee if not local.

If not purchasing at time, offer a quote # with customer name and phone #

Ask if they are installing the part themselves or can we set you up with a service apt.

Thank them for the call and their business.