

ACTION PLAN 1

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

- Detail a VISION for parts dept. staff to buy into and live by.
- Improve phone call handling/sales with ^{JOB AID}
- Examine wholesale account data.

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

- Change outlook and performance of parts staff for the better.
- increase customer satisfaction and phone sales volume.

➤ Focus on showing appreciation for top customers, work with smaller accounts to help them purchase more.

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

- Overcome existing attitudes and habits
- phone calls are rushed because of work volume.
- Return volume from wholesale accounts needs to be dealt with.

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

- Customize vision for this location and circumstances
- introduce job aid/phone plan.
- Devise plan to help lower customer returns.

Start Date: 15 JULY 23 Completion Date: 15 Oct 23