

CONTACT CENTRE/BDC PARTS TRAINING PROGRAMME



Title: Contact Centre / BDC Parts (Bronze)

Audience: Anyone working in a car dealership

Length: 3 days

Format: Interactive workshop

Training Course Overview:

By fully utilising the customer experience, and the standards that underpin it, you will have the opportunity to sell more parts & related products, increase profit and have highly satisfied customers. This will enable you to maximise your personal performance as a car trade parts sales professional and exceed customer expectations in all areas.

Key Learning Areas:

- The benefits of having a structured and consistent approach for delivering the customer experience.
- Using the customer experience to maximise trade business opportunities and gain customers for life.
- That our success is delivered by keeping our customers interests at the heart of what we do.
- Building relationships that positively differentiates you from your car dealership competition.
- Communicating your marketing campaigns to create additional opportunities.
- Using the Parts Enquiry sheet to effectively handle inbound trade parts enquiries and secure orders.
- Effectively making Trade Guest contacts to secure car parts orders.
- Communicating related parts sales recommendations.
- Re-soliciting lost car sales.
- Justifying parts costs, overcoming customer concerns (objections) and gaining agreement to the supply of the order whilst maintaining credibility, trust and our profit potential.

Are you interested? Call us on 01325 637251 or complete the contact form on www.motorvise.com

Automotive
Training Academy



CAR DEALERSHIP
TRAINING



ELECTRIC
VEHICLE
TRAINING



MOTORCYCLE
DEALERSHIP
TRAINING



LEISURE VEHICLE
DEALERSHIP
TRAINING