

# LEISURE VEHICLE DEALERSHIP PARTS TRAINING PROGRAMME



**Title:** Maximising Conversion Ratios From Incoming Parts Enquiries (Silver)  
**Audience:** Any leisure vehicle dealership aftersales staff  
**Length:** 1 day  
**Format:** Interactive workshop

## Training Course Overview:

This module is designed to improve your personal effectiveness as a leisure vehicle parts sales person by improving your skills and competencies at handling incoming motor home parts sales enquiries over the phone, by email and online (non-face-to-face). With a focus on the importance of data capture and the traits of top performers, it is designed to maximise conversion ratios from incoming motorcycle parts sales enquiries and optimise business performance.

## Key Learning Areas:

- Sources of many different types of motor home parts enquiries.
- The importance of the telephone to maximise performance handling caravan parts enquiries.
- Personal organisation, prioritisation and daily, weekly and monthly activity.
- Basic telephone skills – including order capture.
- How to use the telephone conversion pad to stand out positively from leisure vehicle dealership competitors.
- How to achieve improved customer satisfaction from professionally handled motor home enquiries.
- How to agree positive next actions to increase leisure vehicle sales.
- How to generate related caravan parts sales revenues.
- Measurement and KPIs.

Are you interested? Call us on 01325 637251 or complete the contact form on [www.motorvise.com](http://www.motorvise.com)

