



## ADVANCED PHONE UPS INC.

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### Telephone Training Seminar Schedule for the Parts Department.

20 to 25 Minutes

#### ***Phone Clinic Parts Department***

(1/2 of Department)

- How to answer the phone
- How to secure the sale over the phone
- How to get the customer from parts into service
- The Proper Way to Place Someone on Hold
- Which Ear You Use Makes a Difference
- How to Improve Your Listening
- Saving Time Handling the Phone
- Live work shop One-on-one training.