



Auto Parts Customer Service Training Sample

Issues

Common Situations #1.

A customer is complaining that your service is terribly slow. You know that the delay was caused by the previous customer's credit card authorization problems. How do you respond to this customer?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Difficult to Handle Situations.

Yesterday, a suspicious acting customer left the store with a pair of wiper blades. Today he returns with a ripped version of what he just purchased. Inspecting a blade you notice a fair amount of wear. What do you tell the "quick switch man?"

Unusual Requests.

A man is asking you to prevent any customers from sampling the radios or compact disc players in your display. He claims that the noise gives him migraine headaches and he wants to shop in peace. What do you say to this man's request?

Common Situations #2.

A customer is having trouble deciding whether to purchase one pair of floor mats or another. Should you give your opinion when helping this customer?

Warranty and Policy Issues.

A woman wants to return a battery. She is complaining that she was told her alternator had failed, and that is why her battery was dead. Questioning her further, you discover that she purchased the battery about five weeks prior. What do you say to this customer?

Sales Opportunities.

Name two of the most obvious nonverbal keys indicating that a customer needs assistance.

Criminal Implications.

It's a busy Saturday and a person is attempting to pay for a large floor-jack. You suspect that one of the bills is a counterfeit. What do you do now?

Questions about Human Motives.

What is the best-perceived advantage a specialty auto parts store has over a department store with an auto parts department?