



Are you due a **HUSTLE** Bonus?



So what exactly does ***hustle*** look like?



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Parts Sales Person

- ☐ Welcoming (acknowledging) customer as they enter your work area. Focus should be on our customers.
- ☐ Alerting customer of your availability as soon as possible. "Come on down" – "Step right up".
- ☐ Committed to (and desire) to answering phone by 3rd ring.
- ☐ Follow up, follow up, follow up. Committed to communicating well with customer.
- ☐ Staying focused on the customer and surroundings (limiting personal distractions intentionally).
- ☐ **LASER BEAM FOCUS** – Don't get distracted by social media, meaningless text, and the news of the minute – stay focused on sell, sell, sell. **LASER BEAM FOCUS**
- ☐ Committed to being the best on paperwork processing. The best.
- ☐ Coming in early or staying late when needed - to be ready to go when the phones start ringing and the customer's start coming.
- ☐ Commitment to turning happy customers into raving fans.
- ☐ Embrace an **ALL-MAKES** Motto – Don't give the customer a chance to call the competition if at all possible.
- ☐ Strive to be the best at your role. Customers will come back when you treat them fair and get them the right parts and handled it in a timely fashion. Follow up, follow up, follow up.
- ☐ Take ownership of your level of service **and** errors. Don't make excuses – do your best to get better, never ceasing to grow. Be honest with the customer, no excuses.

