

PHONE SKILLS:

Your Business Is On the Line

Challenging Calls



CHALLENGE	STEPS
Fast Talker	<ol style="list-style-type: none">1. Apologize for not being able to keep up.2. Ask them to repeat their comments more slowly.
Long-Winded	<ol style="list-style-type: none">1. Politely interrupt them.2. Politely ask them to comment on vehicle needs only.
Distracted	<ol style="list-style-type: none">1. Ask direct questions.2. Request another time to talk when distractions are minimal.
Hard to Understand	<ol style="list-style-type: none">1. Apologize for not understanding them.2. Ask them to repeat their comments more slowly.
Irate	<ol style="list-style-type: none">1. Let them vent; say "I understand" or "I see what you are saying."2. Partner with customer by offering suggestions for a resolution.3. Agree on a plan.

CHRYSLER ACADEMY

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