

STARTING ON THE RIGHT FOOT TO GROW YOUR CAREER

BASIC EXPECTATIONS

- Recognition for your work
- Demonstrating professionalism
- Taking care of the customer
- Working together

IDEAL WORK TRAITS

Attitude/Cooperation

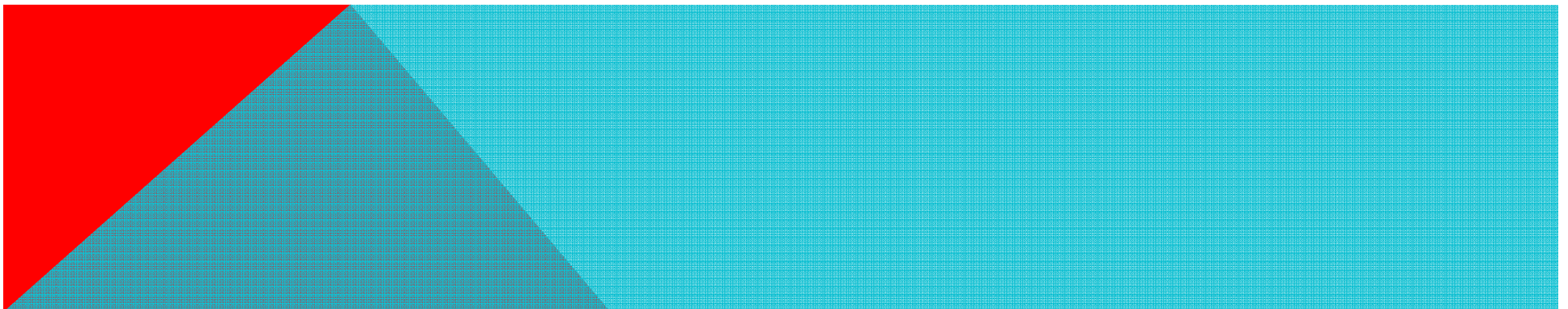
Communication

Integrity

Focus

Leadership

Flexibility



PROFESSIONAL APPEARANCE



Office



Sales



Service, Parts

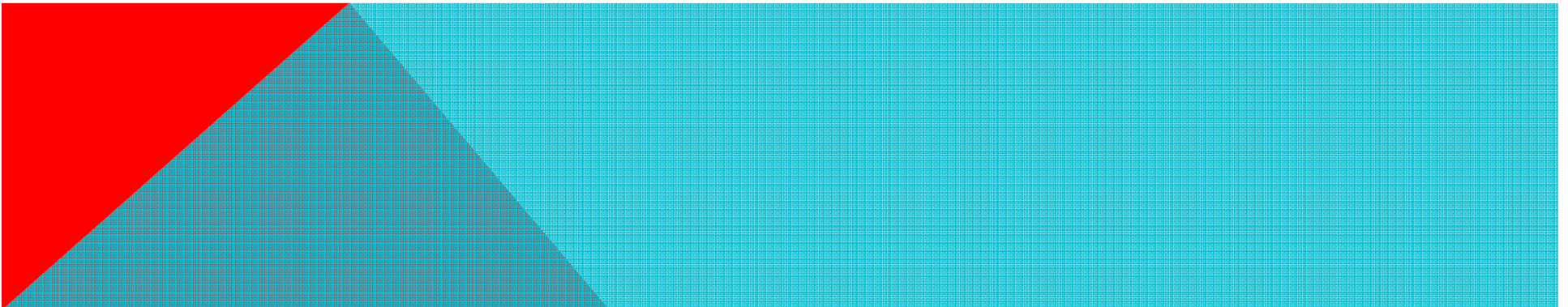


Whether your position wears a uniform or not, you always want your choices to show you take your job seriously.

Each dealership may have some minor variables about what is appropriate. Some may be less formal than others.

TAKING CARE OF THE CUSTOMER

- Answer the phone within 3 rings
- Always identify yourself by name (Ancira VW Parts, this is Bob speaking...) and USE YOUR CUSTOMER'S NAME whenever you can.
- Don't make someone RE-explain to another party information they've already explained to you – CARRY THE BALL!
- Warm-transfer callers (in other words introduce them and share any pertinent info: Hi, Bob, I have Nell from Security Service on the line for you. Here you go, Nell, Bob will be happy to help you...)
- Walk with the guest whenever you can; thoroughly direct them when they are lost or looking for a specific person; call the person they're looking for to come TO the guest when possible.



WORKING WELL TOGETHER

- Your supervisor is your first Go-To Person
- Learn the ropes
- Pull your load
- Help others
- Find the 'ME' in TEAM
- Participate

