

## **Sample Dealership Employee Training Announcement Letter Parts and Service**

To all employees:

In our continuing mission to deliver outstanding customer service, we are launching a new customer service and sales training program. This initiative will provide employees at (dealership name) with additional customer service and sales skills used by the most successful people in our industry.

We have entered into an agreement with Creative Sales Solutions (CSS) to provide customer service and sales training for our dealership. As part of the CSS program, CSS conducted employee customer service evaluations. By posing as a customer over the phone, CSS requested information about related service(s), namely parts, service and rentals. CSS recorded each call and evaluated how well we performed in specific areas of customer service and sales. The information gathered provided CSS with information it will use to customize training to meet the specific needs of our dealership.

A component of the training included recorded performance appraisal telephone calls to our dealership. It is important for you to know that neither CSS nor (name of dealership) records private conversations. All calls were within the scope of training while CSS employees posed as customers doing business with our company.

After each call with our employees, CSS performed an evaluation of each employee to identify areas to help us increase our performance. With this letter is your evaluation for review. Please do not be concerned if you scored lower than expected since you have not yet received training in these areas. Evaluation calls are not made to embarrass anyone or single out individual employees. The evaluations are used by CSS to identify specific areas where we need to improve as an organization. CSS has conducted customer service evaluations on more than 2,000 people and CSS will share with us the techniques used by the industry's most successful performers during training.

To be successful in business, we must constantly evaluate and measure our performance. The most successful businesses, such as Disney, Federal Express, Dell Computers and Microsoft, all use customer service evaluations as part of their training. If we are to be successful in today's competitive environment, we must train for our success to provide outstanding customer service.

I have every confidence the CSS training program will provide our employees with the tools they need to continue to provide outstanding service to our customers.