

CSS Unannounced Performance Evaluation

Parts and Service Employees

	Industry Average	Trained Emp	Improv.
Parts Evaluation			
Did the Counter Person:	% Yes	% Yes	+/-
Clearly state their name?	37.4%	81.7%	118.4%
Ask if they could help the customer?	34.7%	91.7%	164.3%
Refrain from being rude or making inappropriate statements?	68.6%	97.4%	42.0%
Ask if the equipment was down?	13.4%	87.4%	552.2%
Ask for detailed customer information?	31.6%	98.7%	212.3%
Provide correct information on warranty?	37.5%	91.4%	143.7%
Ask permission to place customer on hold or to wait while looking up part?	11.0%	87.4%	694.5%
Ask good diagnostic questions regarding the parts needed?	28.0%	83.5%	198.2%
Offer correct information regarding the part needed?	67.3%	91.2%	35.5%
Offer additional parts that may be needed for the job?	22.1%	87.7%	296.8%
Offer parts other than those requested or promotional items?	8.7%	81.2%	833.3%
Convince the customer that they had good product knowledge?	73.3%	89.7%	22.4%
Offer to have the service department perform repair?	18.9%	82.8%	338.1%
Ask for the order?	16.2%	85.4%	427.2%
AVERAGE PERCENTAGE GRADE	33.5%	88.4%	164.0%

Source: Industry Average = 2,000 parts employees recorded and evaluated from every major manufacturer by Creative Sales Solutions

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Trained Reps = 1,000 parts employees trained by Creative Sales Solutions			