

DOES THE VOICE ON THE PHONE **MATCH** YOUR DEALERSHIP'S BRAND?



# STOP



Phone etiquette is essential for projecting a good company image and increasing sales, yet **businesses often neglect** this first point of human contact with their customers.



The fact is that poorly treated or misinformed customers aren't going to buy a vehicle from you; they won't service their car with you and immediately form a bad opinion of your dealership. **In the internet age, those opinions travel FAR AND FAST!**

**Phone Ninjas offers professional phone training for dealerships that converts more opportunities into sales, increases customer satisfaction, and enhances your company image.**



[www.phoneninjas.com](http://www.phoneninjas.com) | Visit [linktr.ee/pheneninjas](https://linktr.ee/pheneninjas)  
[sales@pheneninjas.com](mailto:sales@pheneninjas.com) | 618-4-NINJAS (618-464-6527)

# HOW WE **IMPROVE** APPOINTMENT SET & SHOW RATES

Rather than performing role-play scenarios or giving lectures, Phone Ninjas takes a proactive approach to training by recording and analyzing inbound and outbound phone conversations.

Phone Ninjas' proprietary method allows our coaches to insert feedback in a call recording at precise points. It sends detailed daily feedback to employees and supervisors for corrective feedback and to monitor progress.



Greeting	Qualifying	Contact Info	Appointment	Objections	Sell Info	Directions
4.00	1.25	1.00	1.00	2.50	5.0	5.0

*Sample of our unique call-scoring process*

## **DOUBLE OR TRIPLE YOUR APPOINTMENT SET AND SHOW RATES WITH PHONE NINJAS**

As experts in auto dealership phone training, our team knows the importance of converting opportunities into sales. Our active coaching program improves all customer-facing communications, whether it's on the phone, the web, chat, text, or in person. We work directly with clients to help them **find their secret sales weapon and discover what it means to be phone ninjas!**



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