

Quiz: Selling Parts

1. A customer orders hydraulic hoses. You check for mates and relates and find O-rings and hydraulic oil listed under "probably also needs." What should you say to the customer? /1
 - Add the O-rings and oil to the order without asking
 - "When you replace hoses, you usually also need these. Would you like to add them?"**
 - "You should just buy everything on this list to be safe."
 - Wait for the customer to ask about related parts

2. Checking for mates and relates on a customer's order is best described as: /1
 - Upselling to increase the order total
 - Making sure the customer has everything they need to complete the repair in one trip**
 - A requirement for every order over \$500
 - Something only experienced PCRs need to do

3. Which of the following is a signal that you should consider connecting a customer with a PSSR? /1
 - The customer asks for a single filter replacement
 - The customer has been placing frequent parts orders for the same machine over the past few weeks**
 - The customer is a regular who always orders the same parts
 - The customer asks about pricing on a standard wear item