



# THE TSS INSIDER

## TSS SALES INSIGHT LAUNCHING SOON: TSS CALL CERTIFICATION PROGRAM

**T**o support dealerships in today's market, TSS has developed a structured 3 Level Call Handling Certification Program for automotive sales teams.

Phone handling remains one of the biggest missed opportunities in dealerships. Strong enquiry handling leads to more appointments, improved show rates and increased sales opportunities.

**This program will be included at no additional cost for all TSS StreamSpeak clients.**

### What's Included

- 3 levels of structured call handling certification
- Video based training modules
- Printable workbooks for reinforcement
- End of module assessments
- Downloadable certificates upon completion
- Real dealership phone scenarios and word tracks
- Appointment setting and objection handling frameworks

### Key Focus Areas

- Professional control of inbound calls
- Confidence and structure on the phone
- Converting enquiries into appointments
- Reducing no shows
- Handling price shoppers and objections
- Consistent follow-up call structure
- Advanced high performance phone skills
- Consistency across the sales team

**Dealer enquiry handling has never been more important.** Customers are comparing more, shopping longer and deciding later.

This is not theory-based training. It's practical, repeatable and designed for immediate use on the showroom floor.

**The goal: better conversations, more quality appointments, higher show rates and confident, professional phone performance every time the phone rings.**

*(Launching soon, contact TSS for more information.)*



## EOFY STARTS NOW: THE DEALERS WHO WIN WILL BE THE MOST CONSISTENT

**A**s we head into End of Financial Year, dealerships across the country are gearing up for one of the biggest opportunities of the year.

**EOFY is not about hoping traffic arrives. It is about preparation, consistency and execution.**

The dealerships that perform best will not necessarily have the biggest advertising spend or the most stock. They will be the **teams that stay disciplined daily, communicate clearly and keep momentum high from the first lead to final delivery.**

At TSS, we work with dealerships nationally every month and the strongest teams all have a few things in common.

**1. Daily Sales Meetings Matter More Than Ever** Morning meetings should be short, sharp and accountable.

### Key areas to review daily:

- Open leads requiring follow-up
- Appointment set rates
- Confirmed appointments for the day
- Previous day no shows
- Unsold showroom traffic
- Sales run rate versus target
- Finance penetration and gross opportunities
- Aged stock priorities

**The best managers are not just reading numbers. They are coaching behaviours.**

Clear direction every morning creates clarity for the entire sales floor.

### 2. Consistency Beats Motivation

EOFY can become emotional and reactive if leadership is not steady.

**High performing dealerships stay consistent with:**

- Lead response times
- Phone call quality
- Follow-up processes
- Appointment confirmation
- Vehicle presentation
- CRM hygiene
- Customer experience standards

**Momentum is built through repeated habits, not occasional big days.**

Customers can feel when a dealership is organised and working together.

### 3. Skills Still Pay the Bills

Traffic alone does not guarantee results.

**Now is the time to sharpen core skills across the showroom:**

- Building urgency without pressure
- Handling objections professionally
- Qualifying properly
- Creating value before discounting
- Strong walk-in sales process
- Effective phone and enquiry handling
- Consistent appointment setting
- Asking for the sale confidently

Strong operators train during the busy periods, not after them.

### 4. Stock Presentation Creates Confidence

Customers are shopping harder and comparing more than ever.

**Presentation standards should be non negotiable:**

- Yard presentation
- Vehicle cleanliness
- Correct pricing and point of sale material
- Merchandising consistency
- Delivery presentation
- Consultant appearance and professionalism

Small details build trust.

### 5. Feedback Creates Growth

EOFY is not the time to avoid difficult conversations.

**Strong managers coach in real time.**

Quick feedback, role play practice and daily accountability help sales consultants improve faster and stay focused.

Teams perform best when expectations are clear and communication is direct.

**EOFY success rarely comes down to luck.**

It comes down to leadership, preparation and the standards you are willing to hold every day.

The dealerships that stay focused on process, customer experience and consistency will give themselves the best opportunity to maximise volume, gross and retention through the EOFY period.

From all of us at TSS, we wish every dealership team across the country a strong finish to the financial year.

**Stay focused. Stay consistent. Execute daily.**  
– Steve

**“EOFY SUCCESS ISN'T LUCK. IT'S PREPARATION, CONSISTENCY & DAILY EXECUTION.”**





# SELL MORE CARS WITHOUT MORE ADVERTISING

## START 30 DAY NO COST PILOT



### INCLUDES TRAINING



**START YOUR 30 DAY NO COST PILOT PROGRAM AND RECEIVE YOUR DEALERSHIP BLUEPRINT, COMPLETE WITH NATIONAL BENCHMARKING, FULL REPORTING AND CALL ASSESSMENTS.**

Trusted by **200+** Dealerships and **725+** Sales and Service Departments across Australia.

Most dealerships lose sales on the phone without realising it. Missed calls, rushed conversations, no follow-up. It all adds up and directly impacts conversion and revenue. StreamSpeak ensures every opportunity is captured and maximised.

**Avoid these common sales call pitfalls with StreamSpeak:**

- ✗ Missed appointments due to poor call handling
- ✗ No visibility on inbound and outbound sales performance
- ✗ Leads slipping through the cracks without proper follow-up
- ✗ Sales teams left guessing instead of improving with real insights

**One Platform To Track, Analyse and Improve Every Call**

StreamSpeak is a cutting-edge system designed specifically for automotive dealerships to optimise call-handling performance across all departments. With over 20 years of industry experience, StreamSpeak offers powerful insights, tracking appointments, lead follow-ups, and customer re-engagement.

**Your StreamSpeak 30 Day No Cost Pilot Program Includes:**



All Sales Calls Recorded, Transcribed & Assessed



Automatic SMS Follow-Up



Full Reporting with Dashboard & National Benchmarking



Training



TSS TV Online Training Academy (24/7 access)



Your Dealership Blueprint

**Your Team's Best Performance is One Managed Call Away.**

StreamSpeak provides tailored solutions for your dealership so every call drives profit, not problems.

**Unlock the Full StreamSpeak Platform After Your Pilot:**

- ✓ **Never Miss a Lead** 100% SMS follow-up on every call
- ✓ **CRM Integration** Leads logged within 2 minutes
- ✓ **Onsite Training Specialists** Driving measurable results
- ✓ **Complete Visibility** Recordings and call summaries
- ✓ **Maximise Performance** Scoring and benchmarking

**Dealer Feedback**

*"Since getting on board with StreamSpeak, our appointment setting has improved. We're now above the national average. Every customer gets an SMS instantly, including appointment confirmations and missed appointment reminders. Some customers prefer texting over calling, and our managers can respond straight away, which has been a game-changer."*

George P - Sales Manager



**SCAN NOW TO START 30 DAY NO COST PILOT PROGRAM**

