

# Pro Sales Specialist Meeting

13 January 2026 / Time 8:20pm

## Attendees

Pro Sales Specialist - Tariq Robinson

Business E-mail - [tariq.robinson@stores.lowes.com](mailto:tariq.robinson@stores.lowes.com)

Google E-mail - [tariq.robinson1969@gmail.com](mailto:tariq.robinson1969@gmail.com)

Cell Phone# - (252)903-3751

Attention To (ATTN:) - \_\_\_\_\_

Free Time To Talk - Open

Subject - How Can I Assist You

Topics - Pro Saving Days

Date of Request - \_\_\_\_\_

Pro Sales Special Request - \_\_\_\_\_

Free Time To Talk - \_\_\_\_\_

Subject - \_\_\_\_\_

Topics - \_\_\_\_\_

Pro Sales Special Request - \_\_\_\_\_

## Agenda

### Last Meeting Follow-up

#### A. How Can I Best Assist You:

- a. Daily Sales Delivery or Pickup at Pro Desk: (Yes \_\_\_ No\_\_\_)
- b. Weekly Sales Delivery or Pickup at Pro Desk: (Yes \_\_\_ No\_\_\_)
- c. Ordering Material For The Entire Job Upfront and You Request Stagger Sales Delivery or Pickup at Pro Desk: (Yes \_\_\_ No\_\_\_)
- d. Ordering Material And Pay For Split Deliveries Due to Lack of Job Space Delivery or Pickup at Pro Desk: (Yes \_\_\_ No\_\_\_)
- e. E-Mailing or Texting Me Your Questions or Concerns: (Yes \_\_\_ No\_\_\_)

**B. What Questions You Have with Pro Sales Specialist, Clients or Inspectors:**

- a. *As Your Pro Sales Specialist I Will Admit. There Will be Times I May Not Know What You Are Requesting Due to No Blueprint Ordering.*
  - i. *You Might Asked me for Treated Wood, But Your UPC Code May be a 4. You didn't inform me of a UPC Code. My Job is to eliminate down time and be professional. Due to Catering to you i see in store only and i ship what i have versus what you need.*
  - ii. *That is why I encourage you*
    1. *Let us Handle Your Blueprint. We know the Codes of the Lumber to make a special order.*
    2. *Download My Lowe's App and get Familiar With it.*

**New Business**

**A. Type of Material or Appliances Requesting**

- a. *Check Out My Lowe's App . Get Familiar With the Technology and Resources That We Offer Pro*
- b. *Have an idea of the Item#s to Speed up Process to Fulfillment Department to Have Delivery Date Confirmation Next Day - (Order Must Be in by 2:00pm to Consider a Next Day Drop)*
- c. *Any Order in The System After 2:00pm I must Prep, Release the Inventory Location (Pending Location), Then Pull and Palletize. I may not have Time to Pick, Palletize and Label for the Fulfillment Team to See in The Morning (4:45am)*
- d. *The Best Way to Contact me is to Text Me (252)903-3751, I would need a Bluetooth headset and Not Permitted on Power Equipment*

**B. What Requirements Drop Location on Property**

- a. *Delivery Driver Arriving on Property For Drop Location:*
  - i. *No Place to Make a U-Turn Without Property Damages: \_\_*
  - ii. *The Driveway Entrance Radius is Under 44' Total Entrance and Less than 50' Radius*
    1. **Drivers or Operations Managers May Restrict Drop Location on Side of Road Due to Equipment or Property Damages**
  - iii. *We as Pro Sales Specialists Understand Logistics on Certain Items May be a Delay to Satisfy Your Every Need.*
    1. ***Communication is the Key in Me Being Your Pro Sales Specialist. I need the job environment in case emergency material is needed in unforeseen circumstances.***
      - a. ***If the property is not designed for trucks in normal conditions, we know beforehand what environment we are dealing with.***
      - b. ***To be transparent in a Business Relationship***

## Notes

### **A. Lowe's and Pro Desk Services What the Difference in Shipping & Receiving?**

- a. We put a title of Pro Members. They buy in bulk. They need special attention.
  - i. The Non-Pro Member may be a business owner no doubt and successful Home Owners at our store. The customer service is supposed to be above average. Our interactions must be rewarding to make them come into our store or become Pro's. We ride the storm with you versus sending you away. My Customer Service is greater for Pro Members.
- b. It is our Customer Service what separates us and that inspire customers to become pro members

### **B. What Are Purchase Order Numbers (PO) After I Pay for an Item? Do I Need to Make One?**

- a. As a bookkeeper I would like to know what areas in the bid my expenses were so great. So I will label all material for a specific room or grade stations, to charge accordingly for extras also for tax purposes as well.

## Action Items

1. **Location Job:** \_\_\_\_\_
  - Business / Person Name: \_\_\_\_\_
  - Person in Control of Shipment Arrival \_\_\_\_\_
  - Phone# To Contact: \_\_\_\_\_
  - Receipt or Notes E-mail: \_\_\_\_\_
2. **Purpose of Communication:**
  - ★ Quote \_\_\_\_\_
  - ★ Blueprint \_\_\_\_\_
  - ★ Stagger Sale \_\_\_\_\_
  - ★ New Job \_\_\_\_\_
  - ★ Customer Service \_\_\_\_\_
  - ★ In a Bind \_\_\_\_\_
  - ★ Emergency Job \_\_\_\_\_
  - ★ Other \_\_\_\_\_
- 3.

## Next Meeting Agenda

- A. **How Can We Have Job Satisfaction on You Being a Pro Sales Specialist to fulfill Our Orders if There Are No Relationships With Other Department Managers and Workers.**

- a. *That being said. I need someone to pull an order item when I am at the Cash Register cashing out Pros. I need someone out of a specific department to direct me where it is if lost in the system. We can't keep contractors happy if we don't work as a team*
  - i. *So if you are not dealing with me directly, I can't speak on anything I can't control.*