



January 11, 2022

Hello Store Managers and Stores,

To help stores improve and expedite their training of Crew Chiefs and Service Coordinators in alignment with the 2022 Store Operations WIG, we are now offering Virtual Instructor-Led Training (VILT).

### **What you need to know**

- Similar to the current Service Tech training, the Crew Chief and Service Coordinator VILT classes are intended to help further develop Our People and move them through the Learning Path at a faster and more focused rate.
- To help provide more information on upcoming VILT classes and registration, the [DTU Virtual Academy KC page](#) has been updated to include daily agendas, FAQs, and Helpful Links. This page can be accessed from the DTU dropdown on the red bar of the KC.

### **Crew Chief classes**

- The Crew Chief VILT classes are scheduled to begin on **Tuesday, January 18**.
- This training will take place over two days, with each class listed below being approximately 2.5 hours long:
  - Regional Training Academy – [Crew Chief Day 1](#)
  - Regional Training Academy – [Crew Chief Day 2](#)

**NOTE:** The classes can be taken in any order and they do not have to be completed on consecutive days.

- Store Managers should begin registering their Crew Chiefs using the Register for Classes QRG and registration links on the [DTU Virtual Academy page](#), or the DTU/LMS.
- For these first classes, attendance will be capped at a maximum of 28 participants.
- We will expand the VILT offerings and frequency based on participation.

### **Service Coordinator classes**

- Service Coordinator VILT classes are currently planned to begin in February.
- Additional information will be posted on the KC when registration becomes available.

## Our ask of you

### Store Managers:

- Please share this information with your Crew Chiefs and begin enrolling those who are interested in the upcoming VILT classes.
- As your people complete VILT classes, please allow time after for practice and mentorship to help reinforce the learnings.
- Work with your employees to submit and complete all Crew Chief program observations.

If you have any questions, please use the Feedback button on the [DTU Virtual Academy page](#).

Thank you for striving to be the BEST!