



Preparation

- Print this guide.
- Once the learner has completed the course (approx. 15 min.), take them to a place in the service area that provides clear visibility of a service bay and workcell. Ideally, position yourselves from above in the storage racks so you are out of the way and have the best view to observe flow of service in the service area.
- Your goal is to provide context and reinforce the information provided in the course.
- If you are unfamiliar with any of the course content, please revisit the module for clarification prior to conducting this mentorship session.

Discussions

After the module, discuss:

- | | |
|--|---|
| <input type="checkbox"/> What to do before retrieving the vehicle
<input type="checkbox"/> 360-degree awareness
<input type="checkbox"/> Identifying the safest path to follow in parking lot
<input type="checkbox"/> Potential service delays
<input type="checkbox"/> Requirements to operate vehicle | <input type="checkbox"/> Importance of cleanliness and removing sharp objects
<input type="checkbox"/> Obstacles in parking lot
<input type="checkbox"/> Secondary inspection
<input type="checkbox"/> Operating the vehicle in the parking lot
<input type="checkbox"/> Hand signals |
|--|---|

Demonstrate

- | | |
|---|--|
| <input type="checkbox"/> Preparing to retrieve the vehicle
<input type="checkbox"/> Secondary inspection
<input type="checkbox"/> Pulling into service bay
<input type="checkbox"/> Review services to be completed with Service Techs | <input type="checkbox"/> Identifying obstacles in parking lot
<input type="checkbox"/> Operating the vehicle in parking lot
<input type="checkbox"/> Verifying position of vehicle on lift |
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Practice

(minimum reps)

- | | |
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| <input type="checkbox"/> Pulling vehicles into bay (complete process) | X15 |
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Review Best Practices

[Pulling Vehicles Into the Bay](#)

[Moving Vehicles \(video\)](#)

Requirements for Certification

This course requires completion of:

- | | |
|--|--|
| <input checked="" type="checkbox"/> eLearning
<input checked="" type="checkbox"/> Acknowledgement | <input type="checkbox"/> Assessment
<input checked="" type="checkbox"/> Observation (Store Manager) |
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