



Preparation

- Print this guide.
- Once the learner has completed the course (approx. 15 min), ensure you are in a location where you can have an uninterrupted conversation.
- 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:

- Verifying customer is comfortable with pulling their own vehicle in to bay
- How to keep the customer, yourself, and coworkers safe when customer is pulling vehicle into bay
- Proper key handling
- Providing clear instructions to customer
- When a customer can and cannot remain in vehicle while service is performed

Demonstrate

Interaction with customer when they are pulling vehicle into bay (if possible)

Practice (minimum reps)

<input type="checkbox"/> Role Play: Trainee plays role of customer and you demonstrate the process as a Crew Chief	X1
<input type="checkbox"/> Role Play: You play the role of the customer and Trainee guides you through the process of pulling your vehicle in	X1

Review Best Practices

Customers Pulling Vehicles In

Customers Remaining in Vehicle

Requirements for Certification

This course requires completion of:

eLearning Assessment
 Acknowledgement Observation (Store Manager)