



## 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:

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

## 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:

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