

**Preparation**

- Print the participant guide and this guide.
- Once the learner has completed the course (approx.20 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.

Discussion

After the module, discuss:

<input type="checkbox"/> The Four Layers of Workflow	<input type="checkbox"/> Types of Workcells
<input type="checkbox"/> Workflow Responsibilities	<input type="checkbox"/> Three Stages of Service
<input type="checkbox"/> Safety and Quality	<input type="checkbox"/> Understanding Inventory

Demonstrate

<input type="checkbox"/> Pulling Vehicles into Bay	<input type="checkbox"/> Pulling and Staging Inventory
<input type="checkbox"/> Prepping the Vehicle	<input type="checkbox"/> 2-Person Workcell

Practice

(minimum reps)

<input type="checkbox"/> Operating Customer Vehicle in Parking Lot	X10
<input type="checkbox"/> Pulling Vehicles into the Bay	X10
<input type="checkbox"/> Pulling and Staging Inventory	X10
<input type="checkbox"/> Executing 2-Person Workcell	X10

Requirements for Certification

This course requires completion of:

<input type="checkbox"/> eLearning	<input type="checkbox"/> Observation (Store Manager)
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