



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.

Discussion

After the module, discuss:

- | | |
|---|--|
| <input type="checkbox"/> Customer perception | <input type="checkbox"/> Pre-Benediction |
| <input type="checkbox"/> Importance of reviewing services with customer | <input type="checkbox"/> Care and maintenance for customer |
| <input type="checkbox"/> Exceeding customer expectations | <input type="checkbox"/> Asking for referral |
| <input type="checkbox"/> Importance of providing partially completed Tire Registration Card (tire identification number, tire brand, and site number) with instructions for next steps to register online or via mail | |

Review Best Practices

[Service Benediction](#)

Demonstrate

- ☐ Performing Pre-Benediction
- ☐ Performing Service Benediction

Practice

<input type="checkbox"/> Performing Pre-Benediction	X10
<input type="checkbox"/> Performing Service Benediction	

Requirements for Certification

This course requires completion of:

- ☐ eLearning
- ☐ Observation (Store Manager)