



## 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

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

## Practice

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

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## Requirements for Certification

This course requires completion of:

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