

Service Coordinator Program							Screen		Hands On		Review Time		In Role		Breaks		Observation Required (Y/N)		eLearning		Demos & Practice		Practice in Role		Lunch & Breaks	
Day 1 - Service Coordinator							Review and End of Day Time																			
							Day 1																			
							1		2		3		4		5		6		7		8					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Overview/Intent																										
Service Benediction							0:15		0:30																	
Pulling Vehicles Out							0:20		0:40				0:10													
Customers Pulling Vehicles Out							0:10		0:20																	
Supervised Practice in Role											3:45		0:10													
End of Day Touchpoint									0:15																	
7:00 0:45 1:30 0:30 3:55 0:20																										
Day 2 - Service Coordinator							Day 2																			
							9		10		11		12		12.5		13.5		14.5		15.5					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Service Area Workflow Advanced							0:15		1:00																	
Service Coordinator Expectations							0:10		0:30				0:10													
Supervised Practice in Role											4:15		0:10													
End of Day Touchpoint									0:15																	
7:00 0:25 1:30 0:30 4:15 0:20																										
Day 3 - Service Coordinator							Day 3																			
							16.5		17.5		18.5		19.5		20		21		22		23					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 4 - Service Coordinator							Day 4																			
							24		25		26		27		27.5		28.5		29.5		30.5					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 5 - Service Coordinator							Day 5																			
							31.5		32.5		33.5		34.5		35		36		37		38					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 6 - Service Coordinator							Day 6																			
							39		40		41		42		42.5		43.5		44.5		45.5					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 7 - Service Coordinator							Day 7																			
							46.5		47.5		48.5		49.5		50		51		52		53					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 8 - Service Coordinator							Day 8																			
							54		55		56		57		57.5		58.5		59.5		60.5					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 9 - Service Coordinator							Day 9																			
							61.5		62.5		63.5		64.5		65		66		67		68					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										
Day 10 - Service Coordinator							Day 10																			
							69		70		71		72		72.5		73.5		74.5		75.5					
							7:45 AM		8:45 AM		9:45 AM		10:45 AM		11:45 PM		12:45 PM		1:45 PM		2:45 PM					
Previous Day Review																										
Supervised Practice in Role											6:10		0:20													
End of Day Touchpoint									0:15																	
7:00 0:00 0:00 0:30 6:10 0:20																										

Total Program Hours	Screen	Hands On	Review Time	In Role	Breaks	Observations Count
70:00	1:10	3:00	5:00	57:30	3:20	4