



Preparation

- Print this guide.
- Once the learner has completed the course (approx. 10 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"/> How to handle scenarios where a customer is waiting in vehicle and does/does not want to pull vehicle out | <input type="checkbox"/> How to handle scenarios where a customer is not waiting in vehicle and does/does not want to pull vehicle out |
| <input type="checkbox"/> How to keep the customer, yourself, and coworkers safe when customer is pulling vehicle out of bay | |

Demonstrate

- | | |
|---|---|
| <input type="checkbox"/> Interaction with customer when they are waiting in vehicle and want to pull vehicle out of bay (if possible) | <input type="checkbox"/> Interaction with customer when they are not waiting in vehicle and want to pull vehicle out of bay (if possible) |
|---|---|

Practice

(minimum reps)

<input type="checkbox"/> Role Play: Trainee plays role of customer and you demonstrate the process as a Service Coordinator	X1
<input type="checkbox"/> Role Play: You play the role of the customer and Trainee guides you through the process of pulling your vehicle out	X1

Review Best Practices

Customers Pulling Vehicle Out

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) |