



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)
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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)