

**Preparation**

- Print this guide.
- Once the learner has completed the course (approx.25 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 course, discuss:

<input type="checkbox"/> The Four Layers of Workflow	<input type="checkbox"/> Types of Workcells
<input type="checkbox"/> Executing Workflow	<input type="checkbox"/> Three Stages of Service
<input type="checkbox"/> Safety and Quality	<input type="checkbox"/> Mirrored Vs. Non-Mirrored Service

Demonstrate

<input type="checkbox"/> Mirrored Service	<input type="checkbox"/> Non-Mirrored Service
<input type="checkbox"/> Support as a Singles Tech	<input type="checkbox"/> Transitioning Vehicles
<input type="checkbox"/> 5S Principles (clean as you go)	

Practice

(minimum reps)

<input type="checkbox"/> Mirrored Service	X10
<input type="checkbox"/> Non-Mirrored Service	X10
<input type="checkbox"/> Supporting as a Singles Tech	X5
<input type="checkbox"/> Transitioning Vehicles	X10
<input type="checkbox"/> Demonstrating 5S Principles	X10

**Requirements
for
Certification**

This course requires completion of:

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