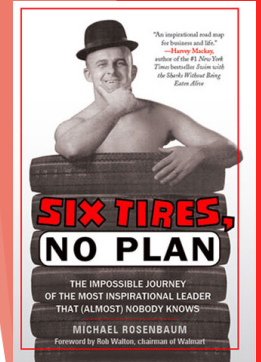


APPRENTICE ASSESSMENT PREPARATION GUIDE

EXPECTATIONS OF NEW ROLE:

Apprentices are expected to consistently improve in our 3 Core Fundamentals, as we strive to achieve one Inviting, Easy, and Safe purchase & service experience for our employees & our customers.

Highly
recommend
all candidates
read!!



ALL courses in the following DTU programs must be completed to be eligible:

- New Hire Program
- Service Coordinator Program
- Service Tech Program
- Sales Apprentice Program
- Crew Chief Program

WHAT YOU NEED TO KNOW:



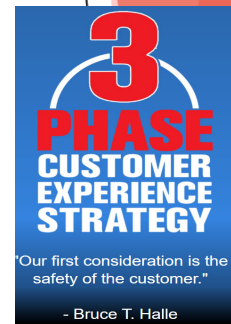
THE DREAM

Employees must have knowledge & be able to speak to the Dream and how the slide applies to our culture & our success.



Earn the Visit

- Understand & demonstrate the Strategic Intent for Earn the Visit.
- Consistently execute on Earn the Visit Operational Best Practices.



Customer Experience Strategy – Phase 1 & 2

- Establish trust & build a relationship by asking questions.
- Share your findings with the customer. Make it easy for them to understand.
- Empower the customer to make a decision that best fits their needs.
- How to explain "Know Your Numbers"
- How to use Treadwell & how it relates to CES.

HELPFUL DOCS TO REFER TO:

- ETV Lead Actions
- Foundational Blueprint
- CES Lead Actions
- Treadwell Training

****found on the KC****

