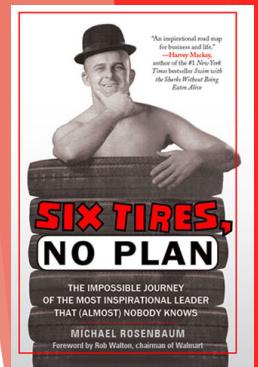


# APPRENTICE ASSESSMENT PREPARATION GUIDE

## 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 Tech Program
- Crew Chief Program
- Service Coordinator Program
- Sales Apprentice 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.

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



### Earn the Visit



### 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\*\***

