

**MONDAY**

9:00-12:00

* Login to <http://4wpgarage.com> with your ADP user ID and create a password
* Go to the <http://4wpgarage.com> , watch the “**Welcome**” video featuring our President and CEO Greg Adler
* Go to the <http://4wpgarage.com> , watch the “**ADP Workforce Now**” video and pass the quiz
* Go into the ADP Workforce Now website
  + Request your next birthday off (use what you just learned in the training module)
  + Cancel the request you just submitted (simply click on the “X” and then approve the cancellation)
  + Look for the Holidays that we recognize
  + Check out the “Job Openings” on the Home Page
  + Scan the bottom of the Home Page and see what discounts we offer

12:00-1:00

* Lunch

1:00-2:00

* Go to the <http://4wpgarage.com> , watch the “**IT Security Training 2**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Teamwork: Being an Effective Team**” video and pass the quiz
* View the 4wheelparts.com website. This is the website that our customers see. Take some time going through the site.
  + Get to know the “Get Inspired” page
  + Use the “Store Locator function to find your store
* ***Manager:*** Issue an email address to the New Hire on “WindowsLive”
* New Hire walks the store with the Store Manager or Assistant Manager and fills out the New Hire walk around form
* Login to 4wptoolbox.com
  + Go to the “HR” tab
    - Open the “Payroll Status Change” box- (*you will use this form if you need to change your address or any other personal information)*
    - Go into the “New Hire Training Forms” tab and look at the information inside
  + Check out our **Benefits** offerings and when you are eligible
    - Take note of when you are eligible for medical benefits (1st day of the month after 60 days of employment)
    - Look at our 401k plan (you will be automatically enrolled at 3% at 90 days of employment unless you request different)
  + In the **payroll** tab you will find the following:
    - Pay Dates
    - Holiday Schedule
    - W-4 and Direct Deposit forms
  + Browse the **FAQ** section to see what the common questions are and what the solution is
  + Now open the **Employee Resources** tab and see what information is available there

2:00-4:00

* Go to the <http://4wpgarage.com> , take the “**Employee Injury Reporting**” course and pass the quiz
* Go to the <http://4wpgarage.com> , take the “**PPE in the Shop**” course and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Restrictions Against Using Compressed Air for Cleaning**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Tie Rod and Ball Joint Separation Policy**” video and pass the quiz
* login to 4wptoolbox.com
  + From the “Home” page, find the “New Hire Forms” button and click it
    - Under the “Service” heading you will see “Technician Commission plan”
    - Click on that button and then print it.
    - Review the Commission plan with your Store Manager
  + Find the “Sales Links” button and select it
    - Now find the “Commission Calculator” and choose it
    - Open up the document
    - At the bottom of the spreadsheet there is a tab labeled “Tech”, choose that tab
    - Now work with your manager to see how the plan works and what you can do to grow your commission

4:00-5:30

* Go over the Job requirements and fill out the Tech Responsibility documents with the Store Manager, Assistant Manager or Service Manager

5:30-6:00

* **GO TO THE** <http://4wpgarage.com> **, WATCH THE DAY 1 VIDEO AND PASS THE QUIZ!!**



**TUESDAY**

9:00-12:00

* Go to the 4wptoolbox.com and find the “Service” tab
  + Locate and select the “IIPP” button
  + Scroll through the buttons in the IIPP section and become familiar with them
* Go to the <http://4wpgarage.com> , complete the course “**IIPP Training”** and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Tire Handling Guidelines**” video and pass the quiz
* Belt Loop with the Service Manager to review the IIPP Binder
  + Where is it located?
  + What is in each tab?
  + Where is the Emergency Evacuation Plan?
  + Is the store performing their Monthly Safety meeting?

12:00-1:00

* Lunch

1:00-2:00

* Go to the <http://4wpgarage.com> , watch the “**Understanding Limited Slip Differential**” video and pass the quiz
* Login to 4wptoolbox.com and find the “Service” tab and open it
  + Print out the “RSM Org Chart” and “RSM Contact List”
  + Keep these lists for future reference
  + Under the “Service Personnel Training” tab you will find “Vehicle Shop Safety”. Open and print this document for further use
* Belt Loop with the Store Manager. Assistant Manager or Service Manager to walk through the shop looking at the following:
  + Safe working conditions
  + Continuous use of safety glasses in the service department
  + Location of safety gear (back braces/ foot protection)
  + First Aid cabinet (location and contents)
  + Emergency eyewash station (location and usage)
  + Urgent Care provider (where, when and why)
  + Shop appearance/ cleanliness/ service image
  + Fire safety equipment (locations and responsibilities)
  + Gas bottles (separated and chained)

2:00-4:00

* Go to the <http://4wpgarage.com> , complete the “**Wheel Torque**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , complete the “**Drop Zone**” course and pass the Quiz
* Belt Loop with the Shop Manager to discuss the following:
  + Warranty/ Safety claim (when and why)
  + Shop chemical use and responsibility
  + Take off parts belong to the customer/ company only
  + Recognizing wasteful practices and reporting them
  + Key release protocol
  + Horns honking when backing and why we do it

4:00-5:30

* Go to the <http://4wpgarage.com> , complete the “**Proper Use of Floor Jacks and Jack Stands**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**PDI**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Shop Safety**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Store Safety**” video and pass the quiz
* Belt Loop with the Service Manager to observe what you learned in the “Wheel Torque” and “Drop Zone” courses
* Check the floor jacks and jack stands to ensure that they are in working order

5:30-6:00

* **GO TO THE** <http://4wpgarage.com> **, WATCH THE DAY 2 VIDEO AND PASS THE QUIZ!!**



**WEDNESDAY**

9:00-12:00

* Go to the 4wptoolbox.com and find the “Service” tab
  + Click on the “Tech Tips” button and browse around to see what’s in there
  + Also check out the “2016 Approved Vehicles” tab to see what new vehicles we are currently working on
* Go to the <http://4wpgarage.com> , complete the “**Suspension 101**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , complete the “**Vehicle Check-In**” course and pass the Quiz
* Belt Loop with somebody on the front counter and assist them in checking in a few vehicles
* Belt loop with the Service Manager to go over:
  + service department chain of command
  + wheel torque
  + 10 day check (what, when, who, why and how)

12:00-1:00

* Lunch

1:00-2:00

* Go to the <http://4wpgarage.com> , watch the “**Push-Pull Safety Training**” video and pass the quiz
* Go to the <http://4wpgarage.com> , complete the “**Racking a Vehicle 101**” course and pass the Quiz
* Belt Loop with the Service Manager to review check-in/ quality assurance forms/ wheel locks..etc
* Belt Loop with Store Manager or Assistant Manager to cover
  + Floor mat and seat covers
  + Road test: responsibilities, route, description

2:00-4:00

* Go to the <http://4wpgarage.com> , complete the “**Installing Shackles**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**Removal of Compromised Leaf Springs**” video and pass the quiz
* Go to the <http://4wpgarage.com> , complete the “**Installing a Bak Flip Tonneau Cover**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**Safety Awareness**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Safety Knife Training**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Safety: Environment, Safety and Health**” video and pass the quiz
* Belt Loop with the Assistant Manager to review the following:
  + Wheel spacer policy (read and sign)
  + Bead-Lock wheel policy
  + Service pouches (what goes in them)
  + Tire manufacturer cards (responsibilities) US ONLY!!!

4:00-5:30

* Belt Loop with the Service Manager to review:
  + Racking a Vehicle (pole jacks and jack stands)
  + Repair orders (reading, understanding and key points)
  + Labor Guide (usage and what it means to us all)
  + Shop service (calendar usage and importance)
  + 4X4 premium (what it is and how we use it)
  + Insurance documents on lanyards for road testing
  + New gear break in sheets (importance)
  + Scrap metal program

5:30-6:00

* **GO TO THE** <http://4wpgarage.com> **, WATCH THE DAY 3 VIDEO AND PASS THE QUIZ!!**



**THURSDAY**

9:00-12:00

* Go to the <http://4wpgarage.com> , complete the “**Using a Strut Tool**” course and pass the Quiz
* Go to the <http://4wpgarage.com> . complete the “**Installing a 3 ½” Kit in a TJ**” course and pass the Quiz
* Belt Loop with the Service Manager to discuss:
  + Strut Tool usage
  + Mig welder, oxy acetylene torch cart and regulators
  + Small tools- YOU ARE RESPONSIBLE FOR THEM
    - Sawzall
    - Angle grinder
    - Extension chords
    - Air hoses
    - Pullers
    - Torque wrenches
    - Tire tools

12:00-1:00

* Lunch

1:00-2:00

* Go to the <http://4wpgarage.com> , complete the “**Gear Training**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**Air Hammer Safety**” video and pass the quiz
* Belt Loop with the Store Manager and go over:
  + The Snooper Booster program
  + Labor pricing vs. No on walks
  + Diplomacy with all co-workers and customers
  + Waiting customers and 4WP prioritization of them
  + Store obligations (staying late to get jobs done)
  + First Friday meetings (8am training)
  + Overtime usage (rights and obligations)

2:00-4:00

* Go to the <http://4wpgarage.com> , complete the “**Better Balancing**” course and pass the Quiz
* Belt Loop with the Service Manager to review:
  + Tire mounting machine (duckheads and assist arms)
  + Tire balancing machine
  + Aligner heads, cabinets, screen and rack
  + Automotive service hoists (2 and 4 posts)
* Air Compressors
* Cheetah bead seat device

4:00-5:30

* Belt Loop with the Assistant Manager and discuss the following:
  + Removing drum and rotor assembly clips
  + DSI builds (100% perfection and nothing less will do)
  + Test driving (pre and post and it’s importance)
  + Monthly labor specials & freebies
  + Signing labor with employee number for each one

5:30-6:00

* **GO TO THE** <http://4wpgarage.com> **, WATCH THE DAY 4 VIDEO AND PASS THE QUIZ!!**



**FRIDAY**

9:00-12:00

* Go to the <http://4wpgarage.com> , complete the “**Tire Installation**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , complete the “**Bead Breaking – Hunter Tire Machine Training**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , complete the “**Toyota Tundra 7” Lift Kit**” (Videos 1-3) course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**Tundra Long Travel Brake Line Tech Tip**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Tire Training – Load Ratings**” video and pass the quiz
* Belt Loop with Service Manager to review:
  + Waste oil pick up dispatch (scrap tire pickup dispatch)
  + Welding supplies/gas
  + Driveline service (exhaust shop)
  + Paint shop (spray bedliner shop)

12:00-1:00

* Lunch

1:00-2:00

* Go to the <http://4wpgarage.com> , complete the rest of the “**Toyota Tundra 7” Lift Kit**” (Videos 4 & 5) course and pass the Quiz

2:00-4:00

* Belt Loop with the Store Manager and discuss:
  + Mobile phone numbers (Store Manager, Assistant Manager, Regional Manager and Regional Service Manager)
  + O’Reilly Auto Parts and other local suppliers
  + RM and RSM (what they do for you)
  + Communication with shop leader, Assistant Manager and sales people
* Go to the <http://4wpgarage.com> , complete the “**Alignment Basics**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**Hunter – Alignment Angles**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Hunter Alignment Basic Training**” video and pass the quiz
* Go to the <http://4wpgarage.com> , complete the “**Tech Tips for Chevy Differential Install**” course and pass the Quiz

4:00-5:30

* Go to the <http://4wpgarage.com> , complete the “**Wrench Safety Training**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , complete the “**Pinch Point Safety Training**” course and pass the Quiz
* Go to the <http://4wpgarage.com> , watch the “**10 Day Inspections**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Trimming Plastic**” video and pass the quiz
* Go to the <http://4wpgarage.com> , watch the “**Working Safely Under Vehicles**” video and pass the quiz
* Review all of the training you have completed up to this point. If there is anything you are unclear on, please redo the training or ask your management team for assistance.

5:30-6:00

* **GO TO THE** <http://4wpgarage.com> **, WATCH THE DAY 5 VIDEO AND PASS THE QUIZ!!**

***If you have any suggestions to improve this training program, please contact Tim Boone at*** [***tboone@4wp.com***](mailto:tboone@4wp.com)

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