6 Week MIT Training Program

New Store Manager

**Training to be conducted at a Pre-Selected Training Store in Texas**

**Week 1**

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| **Day 1** |
| Welcome Video |
| ADP Workforce Now Registration |
| ADP Workforce Now Basic Functions |
| ADP Workforce Now Statement Retrieval |
| The HR Website |
| Intro to Legend Part 1 |
| Intro to Parts Inquiry Part 1 |
| IT Security Training Part 2 |
| Warranty Training Overview |
| Employee Injury Reporting |
| Intro to Parts Inquiry Part 2 |
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| Intro to Sales Orders Invoices |
| Warranty Training Approach |

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| **Day 2** |
| Suspension Training |
| Helpful Websites |
| Greeting Customers In Store |
| Vehicle Check-in |
| Existing Customer Look-up and Customer Maintenance |
| Drop Zone |
| Wheel Torque |
| O'Reilly First Call Training |
| Intro to Parts Inquiry Part 3 |
| Intro to Sales Orders Work Orders |
| Labor Guide |
| Warranty Sales Returns |
| House Brands /Commission Plan |
| Overstock Training |

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| **Day 3** |
| How and Why we Capture Emails |
| Receiving Truck |
| Synchrony-Module 2 |
| House Brands /Commission Plan Part 2 featuring Brand Mgrs.) |
| Introduction to Lighting |
| Legend Tips |
| 10 Day Inspections |
| Greeting Customers On Phone |
| Emailing Invoices and Quotes |
| Quick Look Ups |
| Open Quotes Management |
| Backspacing and Offset |
| TPMS and Lug Nuts Training |

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| **Day 4** |
| Winch Training |
| Winching Techniques |
| Customer Service |
| Alignment Basic Training |
| Tire Wear Training |
| Open Orders Management |
| TMG Toolbox |
| TMG Instructions |
| Shop Calendar |
| Gear Squad Catalog Training |
| Gear Training |
| Understanding Limited Slip Differentials |
| How Differentials Work and Types of Differentials |
| Around the Corner |
| Carrier Brakes |

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| **Day 5** |
| Taking a Deposit |
| Hassle Free Return Policy |
| Safety Training |
| IIPP Training |
| 3:00 Protocol |
| Expediting and Freight Charges |
| Transfers and PO's |
| MAP and Unilateral Pricing |

**Week 2 Transamerican University in Texas with Jr Mehal**

Day 1

9am-10am Welcome to Transamerican University

10am-12pm Legend Training

12pm-1pm Lunch

1pm-3pm Open Order Training

3pm-5pm Invoice Structure

5pm-6pm Class discussion and review

Day 2

9am-10am Review previous day’s material

10am-12pm CBO Module

Transfers and PO’s

The Watcher System

Scheduling Service Appointments

Helpful Websites

12pm-1pm Lunch

1pm-3pm Open Order Training

3pm-5pm Suspension Training

5pm-6pm Class discussion and review

Day 3

9am-10am Review previous day’s material

10am-11am Setting Goals and Keeping Them (Power Point)

Up Sales Module (Power Point)

Warranty Module (Power Point)

TMG Module (Power Point)

Doing What’s Best for the Company (Power Point)

11am-12pm Open Orders Training

12pm-1pm Lunch

1pm-3pm Wheel and Tire Training

3pm-5pm Checking-In Vehicles and Preparing Work Orders

5pm-6pm Class discussion and review

Day 4

9am-10am Review previous day’s material

10am-12pm Receiving Daily Delivery

12pm-1pm Lunch

1pm-3pm Drivetrain

3pm-5pm Closing Invoices and Work Orders

5pm-6pm Class Discussion and Review

Day 5

9am-12pm Review TU Course materials

12pm-1pm Lunch

1pm-3pm Final Thoughts and Paperwork



**Week 3 Back Home with Training provided laptop (picked up at TU)**

**(Will have follow up webinars and phone calls by Drew to ensure Manager is on track)**

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| **Day 1** |
| DSR |
| Dashboard |
| Monday Updates |
| MDA's |
| Open Orders |
| Open Quotes |
| Receiving Truck/BOL's |
| Transfers |
| Over/Short |
| Back Order Release |
| Stock Out |
| PO's |
| The Watcher |
| RICM Support |
| Physical Inventory |
| End of Day **(Negative Report?)** |
| Balancing |

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| **Day 2** |
| Shop Calendar |
| Scheduling |
| Up Sales Service |
| Notes and Disclaimers and Waivers |
| Labor Warranty |
| Labor Corrections |
| PDI |
| 3:00 Protocol |
| ITF/TSB's |
| IIPP |
| Shop Safety |
| DSI Process |
| New Manager Pitfalls |
| Time Management |
| Delegation |

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| **Day 3** |
| P&L |
| Overtime |
| TMG Tracker |
| Warranty Tracker |
| Sales Journal |
| Commissionable Sales |
| Sales by Customer Type |
| Sales w & w/o DSI |
| Employee Injuries MIT |
| Buy Misc |
| Merchandising |
| ROP's |
| Goal Board |
| Labor to Merch Sales |
| Labor GP |
| Returns (warranty, new, T&R, Field Destroy) |
| Cores |
| Cycle Counts |
| Overstock |
| Inventory Cap |
| RGA's |

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| **Day 4** |
| ADP |
| Recruiting |
| Interviewing |
| Drug Screen/Background Checks |
| Classifications |
| Compensation Plan |
| New Hire Process |
| Review Process |
| Progressive Discipline |
| Terminations |
| Social Media |
| Sale Day Preparation |
| Focus Stores |
| Club Programs |
| CSI/In Moment |
| Second Bite |
| Email Capture |

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| **Day 5** |
| TAP DATA |
| Pricing |
| Price Overrides |
| Buy Misc |
| Vendor Misc |
| Charge Accounts |
| Toolbox Tour |
| Sales Links Tab |
| Manager Links Tab |
| Toolbox Contacts |
| TMG Contacts |
| Contacts.4wheelparts |
| Informs |
| Office Supplies |
| Concur |
| Credit Cards |
| Outlook |
| Excel |

**Week 4 Training conducted at Pre-Selected California Training Store (with Drew)**

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| Tasks Week 4 |
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| Perform several vehicle check- ins |
| Receive Daily Delivery/ UPS/FedEx |
| Receive Transfers |
| Receive PO's |
| Monday Report |
| Review Most Recent MD&A |
| Review Open Orders |
| Review Open Quotes |
| Cycle Counts |
| Overstock |
| Defectives |
| Drop Zone |
| PDI |
| Waivers |
| IIPP |
| The Watcher System |
| Review Open Transfers |
| Review Negatives |
| Review Open PO's |
| Books |
| Shop Calendar |
| Labor Report (Correction) |
| Perform 3:00 Protocol |
| Close out DSI paperwork (if applicable) |
| Review Warranty Tracker |
| Review TMG Tracker |
| Cover a topic at the Friday Meeting |
| Receive some Miscellaneous PO's |
| Build a Goal Board |
| Perform a Return (if applicable) |
| Approve Weekly Timecards |
| Sit in on an Interview (if applicable) |
| Post Pictures for Their Home Store's Social Media Page |
| Discuss Sale Day Prep with Store Manager |
| CSI/In Moment- Review Survey/Observe Mgr call to customer |
| Review Price Overrides |
| Inventory Office Supplies- Put together an order (if necessary) |

**Week 5 MIT Training Class in California with Drew Maxwell**

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| Monday |
| Introductions |
| Review Modules |
| Break |
| DSR |
| Lunch |
| Monday Update |
| Break |
| Open Invoices |
| Over/Short |
| Tuesday |
| Review Prior Day |
| Shop Calendar |
| Scheduling Labor |
| Notes and Disclaimers |
| Break |
| PO's |
| The Watcher |
| Freight Control |
| Lunch |
| MD&A |
| PDI |
| 3:00 Protocol |
| Labor Corrections |
| Break |
| Cycle Counts |
| Credit Cards/Concur |
| Wednesday |
| Review Prior Day |
| P&L |
| Break |
| P&L |
| Lunch |
| Shop Supplies |
| Overtime |
| Injuries/Workers Comp |
| Break |
| Open Quotes |
| Buy Misc |
| Showroom (Featured Item of the Month, Merchandise) |

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| **Thursday** |
| Review Prior Day |
| Goals |
| Break |
| Labor to Merchandise Sales |
| Labor GP Report |
| Lunch |
| Warranty |
| T&R |
| Break |
| Field Destroy |
| Overstock |
| **Friday** |
| Review Prior Day |
| Preparing and presenting a Friday meeting |
| One Minute Manager Review |
| Break |
| Physical Inventory |
| Negative On Hand |
| End of Day |
| Lunch |
| Books |
| Training and Bench Building |
| Break |
| Scheduling your Day/Week/Month |
| Recap the Course |

**Week 6 Returns back home to work with RM, RSM and DSI Rep**

**RM**

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| Meet with O'Reilly Rep |
| Meet Local Jeep and Truck Clubs |
| Grand Opening Preparation |
| Check out the Local Competition |
| Get to know the other stores in the complex |
| Get with Nick G on Advertising |
| Find out Shipping Schedule |
| Make the Store Schedule |
| Talk to RM on Disciplinary Expectations |
| Check on Local aftermarket Vehicle Laws |
| Review Local Store Access with RM |
| Call and meet your local Warehouse Manager |
| Find out who your Expediter will be |
| Set up the desktops on the computers (User name/password) |
| First Call |
| Synchrony |
| Bib Express |
| Informs |
| ATD Online |
| Dealerline |
| Review budget with RM |
| Specific updates the RM wants |
| Set up Store Credit Card and Wells Fargo Account |
| Inventory Cap Projection |
| Set up safe and cash drawer |
| Accounting Submissions |
| Store Stamps |
| Permits Posted |
| Grassroots Marketing |
| Phones properly set up |
| Thoroughly test internet connection |

**RSM**

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| IIPP Safety Walk Around with RSM |
| Make sure Shop Supplies are stocked up |
| Set up Shop Services |
| Safety Kleen |
| Linen Service |
| Airgas |
| Tire Disposal |
| Hunter Rep |
| Outline a Test Drive Route |
| Determine a Muster Point |
| Evacuation Route Maps |
| MSDS Binder |
| Hazardous Waste Manifest |

**DSI Rep**

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| Set up Local Dealership Accounts for Parts |
| Push Process |
| DSI Invoicing Process |
| Ride-a-Long with DSI Rep |
| How the vehicle is to be sent back to dealership |
| How to make sure completed invoices get to Dealer |

**Self**

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| Follow up with HR on Clinic |
| Check with HR on Drug Screen Clinic |
| PDI Forms |
| DSI Forms and Stickers |
| Vehicle Check In Cards |
| Work Order Bags |
| Waiver Book |
| DOT Registration Cards |
| Make sure bathrooms are stocked |
| Powder Coater |
| Paint Shop |
| Tow Companies |
| Bed Liner Installer |
| Tint Shop |
| Courier |
| Local Fully Stocked Hardware Store/Leaf Spring Shop |
| Check on Warehouse Supplies |
| Office Supplies |
| Check for Local Vinyl Wrap Shops |
| Find a local Exhaust Shop |
| Find a local Driveshaft Shop |
| Stock the Waiting Room |
| Assign housekeeping chores |
| Printing Tire Placards |
| Designate Employee Parking area |
| Continue Social Media |
| Make sure ORA Catalogs are onsite |
| Order Yellow Bags |
| Review TV operation with New Store Set Up Team |

**Week 1 Training Store in Texas**

**Week 2 Transamerican University in Texas**

**Week 3 Return Home to complete MIT 4WPGarage courses**

**Week 4 Training Store in California**

**Week 5 MIT Training Class in California**

**Week 6 Return Home to work with RM, RSM and DSI**

* **Maxwell will follow up on a regular basis with the MIT after returning to their store to ensure that everything is on track and to support them when needed**
* **Two weeks after completing the 6 week course a survey will be sent to the MIT via Survey Monkey asking them for feedback on the program**
* **60 days after completing the program, the MIT will fill out the**