**Day 1**

9:00-12:00

* Meet with the Manager and get your ***ADP*** and ***Legend*** login information
* **Manager**: Send a request to IT to get the New Hire a company email address (ie jsmith@4wp.com)
* New Hire walks the store with the Store Manager or Assistant Manager and fills out the ***New Hire Walk Around*** form (found in the toolbox) *New Hires, New Hire Walk Around Form*
* Go to **http://4wpgarage.com**, and login using your “First Name” then a space and your “Last Name as your login. The initial password will be set up as “procomp1” (no caps or spaces on the password)
* Go to **http://4wpgarage.com**, watch the "**Welcome**" video
* Go to **http://4wpgarage.com** and watch the "**ADP Workforce Now”** video and pass the quiz
* Go to **https://workforcenow.adp.com** and perform the following tasks:
	+ Request your next birthday off (*use what you just learned in the training course*)
	+ Cancel the request you just submitted (*simply click on the "X" and then approve the cancellation*)
	+ Look for where you find 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
	+ Send an email (*from your company account*) to tboone@4wp.com and let the training manager know that your email is active

12:00-1:00

 **LUNCH**

1:00-2:00

* Go to **http://www.4wheelparts.com** (*this is the website that our customer's see*). Take some time to go through the site
	+ Get to know the **Get Inspired** page
	+ Use the **Store Locator** function to find your store
	+ Notice that our customers can see our inventory while using this site
* Go to **www.4wptoolbox.com** (*you will need to get the password from your Manager or Assistant Manager*)
	+ Go to the ***H/R*** tab
		- Open the ***Payroll Status Change*** box (*you will use this form if you ever need to change your address or any other personal information*)
		- Go into the ***New Hire Training Forms*** tab and look at the information inside

2:00-4:30

* Go to **http://4wpgarage.com** take the "**Introduction to Legend Part 1**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Introduction to Legend Part 2**" course and pass the quiz
* Proceed to the counter and login into ***Legend*** 5 times until you become comfortable with it
* Go to **http://4wpgarage.com** take the "**Part Item Inquiry Part 1**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Part Item Inquiry Part 2**" course and pass the quiz
* Partner with a salesperson pertaining to the videos you just watched

4:00-5:30

* Go to **https://workforcenow.adp.com**
	+ Check out our ***Benefits*** offerings and when you are eligible
	+ In the ***Payroll*** tab you will find the following:
		- **Pay Dates**
		- **Holiday Schedule**
		- **W-4** and **Direct Deposit** forms
* Go to **http://4wpgarage.com** take the "**IT Security Training 2**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Introduction to Warranty**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Safety Knife Training**" course and pass the quiz
* Partner with a salesperson pertaining to the ***Xtreme Warranty*** program
* Finish Daily Duties
* Take home the ***Xtreme Warranty*** Tri-fold and your ***New Hire*** binder for your review

5:30-6:00

* **GO TO http://4wpgarage.com, AND TAKE THE DAY 1 END OF DAY QUIZ!!**

**Day 2**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**Employee Injury Reporting**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**PPE in the Shop**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Tire Handling Guidelines**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Introduction to Invoices and Quotes** " course and pass the quiz
* Partner with a salesperson pertaining to the videos you just watched
* Go to **www.4wptoolbox.com** and open the ***Marketing*** tab
	+ Inside you will find all the ***flyers***, ***ring codes***, ***signs*** and ***rebates*** for the current month
	+ Locate the ***Social Media Playbook*** which is our guide to posting content

12:00-1:00

 **LUNCH**

1:00-2:00

* Go to **http://4wpgarage.com** take the "**Warranty - Approach** " course and pass the quiz
* Partner with a salesperson pertaining to the ***Xtreme Warranty*** program. Make sure you carry the Tri-Fold with you at all times and that your study it frequently

2:00-4:00

* Go to **http://4wpgarage.com** take the "**Suspension 101**" course and pass the quiz
* Partner with a salesperson and see if you can identify what type of suspension you see on the vehicles in the shop. Have your Manager walk you through what we are currently working on
* Talk to your Manager or Assistant Manager and find out the 3 most commonly used websites, then save those to your favorites on your computer terminal on the counter

4:00-5:30

* Go to **http://4wpgarage.com** take the "**Most Common Websites and Legend Tips**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**TMG Pro Comp A/T Sport Tire**" course and pass the quiz
* Surf the **www.4wptoolbox.com** website and continue to familiarize yourself with it. This is a helpful tool you will be using often
	+ Go in to the "***Manager's Quick Links***" and make sure you read about our "***Club Program***"
	+ On the "***Home Page***" locate the link for "***Credit Card Procedures***". Follow the link, print out the procedures and file it in your binder

5:30-6:00

* Finish Daily Duties
* Take home and familiarize yourself with the "***Xtreme Warranty*** Tri-fold"
* **GO TO** **http://4wpgarage.com** **TAKE THE END OF DAY 2 TRAINING AND PASS IT**

**Day 3**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**Greeting Customers**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Vehicle Check-In**" course and pass the quiz
* Partner with a salesperson on "Vehicle Check-In"
* Go to **www.4wptoolbox.com** and open the "***Sales Links***"
	+ Find the "***Vendor List***", print it out and put it in your binder
	+ Locate the "***Labor Quick Look Up***", print it out and add it to your binder

12:00-1:00

 **LUNCH**

1:00-2:00

* Take your Manager's keys. Perform a vehicle walk around on his vehicle, ask your Manager if you did it correctly
* Repeat checking in 5 employee vehicles with "***Check-In***" slips
* Go to **http://4wpgarage.com** take the "**Customer Account Look Up and Maintenance**" course and pass the quiz
* Partner with a salesperson pertaining to the course you just took

2:00-4:00

* Go to **http://4wpgarage.com** take the "**Drop Zone**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Wheel Torque**" course and pass the quiz
* Partner with a salesperson on "***Drop Zones***" and "***Wheel Torque***"
* Go to **http://4wpgarage.com** take the “**O’Reilly First Call Training**” course and pass the quiz
* Go to [**www.firstcallonline.com**](http://www.firstcallonline.com) (*you will need the login information from your Store Manager or Assistant Manager*) and look up the following parts:
	+ **Moog** upper and lower ball joints for a ***1988 Jeep Cherokee (XJ) 4.0 4X4***
	+ **Wagner ThermoQuiet** front brake pads for a ***2015 Ford F250 Superduty XLT***
	+ **K&N** Cold Air Intake with polished tube for a ***2013 Jeep JK Rubicon***

4:00-5:30

* Take a picture of a vehicle your store just finished and work with your Manager or Assistant Manager to post it on **Social Media**
* Partner with a salesperson on "***Check Out***" procedures
* Finish Daily Duties

5:30-6:00

* **GO TO http://4wpgarage.com TAKE AND PASS THE END OF DAY 3 QUIZ**

**Day 4**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**Introduction to Work Orders**" course and pass the quiz
* Go to**http://4wpgarage.com** take the "**Introduction to the Labor Guide**" course and pass the quiz
* Go to **www.4wptoolbox.com** and open the "**Services**" tab
	+ Find the "***2018 Approved Vehicles***" button. Print out the list and put it in your binder
	+ Find the "***Vendor Line Card***" and review it

 **LUNCH**

1:00-200

* Perform a check-in on a vehicle in the parking lot with no assistance. Review it with the Manager or Assistant Manager
* Go to the counter and create a New Customer using your own information
* Partner with a salesperson and watch them navigate through Legend (*ask questions when you see something you don’t understand*)

2:00-4:00

* Go to **http://4wpgarage.com** take the "**TMG and What it Means to You**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**TMG and the Big Picture**" course and pass the quiz
* Using **http://www.4wheelparts.com**: Create a QUOTE for a **Smittybilt** XRC Gen2 front bumper for a 2013 Jeep JK (*with installation*) and don’t forget the warranty!! Have your Manager review it when you are finished
* Using **http://www.4wheelparts.com**: Create a QUOTE for the same vehicle (4 door) but the customer wants a **Smittybilt** Replacement Soft Top with installation and warranty
* Using **http://www.4wheelparts.com**: Create a QUOTE for **Moog** lower ball joints on a 2008 Ford F250 4X4 (Installed and Warranted)
* Using **http://www.4wheelparts.com**: Create a QUOTE for **Superchips** Flashpaq F5 programmer on a 2015 Jeep JK (sell that warranty)
* Go to **http://4wpgarage.com** take the "**Overstock**" course and pass the quiz

4:00-5:30

* Build a QUOTE for a **ProComp** 2 1/2" lift kit for a 2014 Jeep JK; make sure you include everything (*check with your Manager to see if you got it all*)
	+ 4 Tires (33")
	+ 4 Wheels (What is the proper backspacing?) (Where do you find that info?)
	+ Lug Nuts (Where do you find these?)
	+ Tire Valves (which ones do you need?)
	+ Wheel Weights
	+ Labor (make sure you get the correct labor code)
	+ Warranties (how much do we charge on these?)
	+ Shop Fees (What are these for?)
* Build another QUOTE for the same vehicle but change the wheels and tires

5:30-6:00

* Finish Daily Duties
* **GO TO http://4wpgarage.com TAKE THE DAY 4 END OF DAY QUIZ**

**Day 5**

9:00-12:00

* Go to **http://4wpgarage.com** take the " **Email Capture**" course and pass the quiz
* Go to **www.4wptoolbox.com** and find the "***Sales Links***" button
* Locate the "***Store Contact***" button. Print out the form and put it in your binder
* Locate the "***DC and Inventory Support***" button. Open it and find the "***DC Escalation List***". Print out the form and put it in your binder

12:00-1:00

* **LUNCH**

1:00-2:00

* Locate the "***Commission Plan***" in the 4wptoolbox (you will need this later)
* Go to **http://4wpgarage.com** take the "**Receiving Truck MIT**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Push-Pull Safety Training**" course and pass the quiz
* Go to **www.4wptoolbox.com** and find the “Quick Look Ups”, open and print all of the sheets and put them into your binder

2:00-5:00

* Go to **http://4wpgarage.com** take the "**Introduction to Lighting**" course and pass the quiz
* Go back to the "**Commission Plan**". Review the commission plan with your Manager in detail: he will be able to answer most questions you might have.
	+ Based on the following information, calculate your monthly commission:
		- Merchandise Sales = $60,000
		- Labor Sales = $10,000
		- House Brand Mix = 35%
		- Non-House Mix = 65%
		- Warranty = $1,000
	+ Using the same information, what would your commission be if you changed your House/Non-House mix to 50/50?
	+ Now increase your warranty sales to $2,000
* Take the **ProComp** lift kit we used yesterday and build another QUOTE. This time try to remember everything needed without looking at yesterday's QUOTE. Also let's add a 5th wheel and tire as well as a rear **Smittybilt** XRC bumper and tire carrier (*check with your Manager to make sure you aren't forgetting anything*)
* Take the same **ProComp** lift kit and build another QUOTE. Add a different set of wheels and tires (*make sure they are the correct size and backspacing*); plus a **Poison Spyder** Brawler Lite with shackle tabs and Brawler Bar front bumper with winch and sliders.

5:00-6:00

* Go to **http://4wpgarage.com** take the "**10 Day Inspections**" course and pass the quiz
* Finish Daily Duties
* **GO TO http://4wpgarage.com AND TAKE AND PASS THE END OF DAY 5 QUIZ**

**Day 6**

9:00-11:00

* **Manager**: Make sure the "Training" mode is set up on your office terminal so that each New Hire can use it to train without any negative impact to your store's sales or inventory. If you need instructions on how to do this you can go to **http://4wpgarage.com** and watch the "**Training Mode in Legend**" video
* Perform as many vehicle check-ins as possible
* Go to **http://4wpgarage.com** take the "**Emailing Invoices and Quotes**" course and pass the quiz
* Have the Manager assign you to do a ***Cycle Count***

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to **http://4wpgarage.com** take the "**Labor Quick Look Ups**" course and pass the quiz
* Walk the floor and pick out a product line you are not familiar with. Grab a catalog or visit their website and learn more about them. Create a QUOTE for one of their products (*remember to add the installation if needed and the warranty*)
* Go to **http://4wpgarage.com** watch the "**Open Quotes Management Training**" course and pass the quiz.
* Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com)and find the “**Commission Plan**” you used yesterday to calculate your commission using the following information:
	+ Based on the following information, calculate your monthly commission:
		- Merchandise Sales = $80,000
		- Labor Sales = $12,000
		- House Brand Mix = 30%
		- Non-House Mix = 70%
		- Warranty = $1,200
	+ Using the same information, what would your commission be if you changed your House/Non-House mix to 50/50?
	+ Now increase your warranty sales to $2,500

2:00-4:00

* Go to **http://4wpgarage.com** watch the "**Backspacing and Offset**" course and pass the quiz.
* Go to **http://4wpgarage.com** watch the "**Introduction to Lugs Nuts**" course and pass the quiz.
* Have your Manager show you how to go into the ***Training Mode*** in ***Legend***. Once you are in, create a QUOTE for a leveling kit, wheels and tires on a 2012 Ford F150 4X4. When you have finished the QUOTE, have the Manager review it.

4:00-5:30

* Create a QUOTE for a set of 351250107 tires and put them on a 2015 Jeep Wrangler Rubicon. Use the Quick Links in Legend. Now practice selling the Tire Warranty to your coworkers (Role Play)
* Go to [**http://4wpgarage.com**](http://4wpgarage.com) take the “**Alignment Basics**” course and pass the quiz
* Go to [**http://4wpgarage.com**](http://4wpgarage.com) take the “**Hunter Alignment Basic Training**” course and pass the quiz
* Go to [**http://4wpgarage.com**](http://4wpgarage.com) take the “**Tire Wear Training**” course and pass the quiz
* Finish Daily Duties

5:30-6:00

* Take home and familiarize yourself with the ***Xtreme Warranty*** Tri-Fold
* GO TO **http://4wpgarage.com** WATCH THE END OF DAY 6 VIDEO AND PASS THE QUIZ

**Day 7**

 9:00-12:00

* Perform as many vehicle check-ins as possible
* Go to **http://4wpgarage.com** take the "**Winch Training**" course and pass the quiz
* Partner with a salesperson to discuss what you just learned

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to **http://4wpgarage.com** take the "**Hassle Free Return Policy**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Shop Calendar Management Training**" course and pass the quiz
* Build a QUOTE in "***Training Mode***" for a **Rubicon Express** 3 1/2" Super Flex Kit for a 2014 JK Unlimited Sahara with **Fox 2.0** Performance Series shocks. Work with your Manager or Assistant Manager to make sure you have everything you need on the QUOTE.
* The customer would like to add a steering stabilizer and a set of lights. Use the 4 Wheel Parts Website to compare different brands. Then sell him one of them.

2:00-4:00

* Go to **http://4wpgarage.com** take the "**Open Orders Management Training**" course and pass the quiz
* Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com) , print out the “Open Orders Cheat Sheet” and post it in your work area for reference.
* Go to **http://4wpgarage.com** take the "**Expediting and Freight Charges**" course and pass the quiz
* Have the Manager assign you another Cycle Count to complete
* Build another QUOTE with the **Rubicon Express** Short Arm kit. The customer is going with a 35" tall tire and 20" wheels. The customer would also like to add a roof rack. Use **http://www.4wheelparts.com** to locate one for him/her.

4:00-5:30

* Go to **http://4wpgarage.com** take the "**Deposits Part 1**" course and pass the quiz
* Work with the Manager or Assistant Manager to update the Shop Service Schedule (Calendar)
* Finish Daily Duties

5:30-6:00

* Take home the **ProComp** Catalog and familiarize yourself with our offerings, as well as the ***Xtreme Warranty*** Tri-Fold
* **GO TO http://4wpgarage.com AND TAKE AND PASS THE END OF DAY 7 QUIZ**

**Day 8**

 9:00-12:00

* Go to **http://4wpgarage.com** take the "**TMG Instructions**" course and pass the quiz
* Assist with checking in and putting away the daily delivery when it arrives
* Perform as many vehicle check-ins as possible
* Walk the floor and pick out a product line you are not familiar with. Grab a catalog or visit their website and learn more about them. Create a QUOTE for one of their products (*remember to add the installation if needed and a warranty*)

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to **www.4wptoolbox.com** and select the ***Sales Links*** tab
* Click on the ***Labor Quick Look Ups*** button. Print out the spreadsheet and put it in your binder
* Click on the ***Quick Look Ups*** button. Print out the spreadsheet and put it in your binder
* Build a QUOTE for a **Rubicon** 4 1/2" Long Arm kit (JK4344M) for a 2014 JK with an Automatic Transmission and 2 doors. Work with your Manager or Assistant Manager to make sure you have included everything your customer will need with this kit. Also make sure you are looking at all the footnotes to ensure you are selling all the right parts
* Go to **http://4wpgarage.com** take the "Taking **Deposits Part II**" course and pass the quiz

2:00-4:00

1. Go to **www.4wptoolbox.com** and select the ***Sales Links*** tab
	* Click on the ***All Drivetrain*** button
	* Then click on the ***Gear Squad Catalog*** button. Download the catalog to your computer (it is a large file so **DO NOT PRINT THE ENTIRE CATALOG!!!!** It will take some time to download.
	* Once you have loaded it on your desktop, print out pages 1-5, read them and file them in your binder

4:00-5:30

Go back to the ***Gear Squad Catalog*** on your desktop print out pages 6-10, read them and file them in your binder

5:30-6:00

* Finish Daily Duties
* Take home the **Smittybilt** Catalog and familiarize yourself with our offerings
* **GO TO http://4wpgarage.com AND TAKE AND PASS THE END OF DAY 8 QUIZ**

**Day 9**

 9:00-12:00

* Check in as many vehicles as you can do solo
* Go to **http://4wpgarage.com** take the "**Gear Training**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**ARB Air Locker**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Eaton Truetrak Locker**" course and pass the quiz
* Create the following INVOICES for a 2012 Chevy 1500 4X4. When you are finished, have your Manager or Assistant Manager review. Remember to start every transaction as a QUOTE then change it to an INVOICE. **Only create INVOICES in the Training mode**.
	+ 6" **ProComp** lift kit installed with alignment (*don’t forget the warranty and shop* ***fees*)**
	+ Now change the shocks on that kit to a set of **ProRunners**
	+ Build the same kit but add a set of **Method** wheels and **Toyo** tires (*make sure you are getting the correct wheels with the proper bolt pattern and backspacing*)
		- License Plate= 4WP JK
		- Mileage in= 50,000
		- Mileage out= 50,002
		- VIN= 123456789ABCDEFGH
		- When entering Technician/Employee # for each line of labor, use one of your tech's employee number (*making sure to use a different one each time*)

12:00-1:00

* **LUNCH**

1:00-2:00

* Use **http://www.4wheelparts.com** to create the following QUOTES for a 2009 Ford F250 Crew Cab 4X4.
	+ Black **Smittybilt** Sure Step, installed (*Don't forget the labor, warranty and shop fees*)
	+ **Superchips Flashpaq** (non California), installed
	+ **ProComp** level lift with **ProRunner** shocks, installed

2:00-4:00

* Use **http://www.4wheelparts.com** to create the following INVOICES for a 2009 Jeep Wrangler Unlimited. Have the Manager review them and give you feedback. **When closing out these invoices use the following credit card information to process the invoice (VISA card # 4111 1111 1111 1111 with expiration date of 12/20 and CCV code 123) and have the receipt sent to your email**
	+ **Atlas** rear bumper and tire carrier, installed
	+ **Atlas** front bumper with tire carrier
	+ **Rigid** dually lights, installed on the front bumper
	+ **XRC** Rock Sliders, installed
		- License Plate= 4WP JK
		- Mileage in= 50,000
		- Mileage out= 50,002
		- VIN= 123456789ABCDEFGH
		- When entering Technician/Employee # for each line of labor, use one of your tech's employee number (*making sure to use a different one each time*)
* Go to **http://4wpgarage.com** take the "**Understanding Limited Slip Differentials**" course and pass the quiz

4:00-5:30

* By now you should be able to locate parts and be able to build QUOTES on your own. BUILD YOUR DREAM TRUCK OR JEEP!!!
* Go back to the ***Gear Squad Catalog*** on your desktop print out pages 11-15, read them and file them in your binder
* Finish Daily Duties

5:30-6:00

* **GO TO http://4wpgarage.com AND TAKE THE END OF DAY 9 QUIZ**

**Day 10**

9:00-12:00

* Check in as many vehicles as possible
* Go to **http://4wpgarage.com** take the "**How Differentials Work and Types of Differentials**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Carrier Breaks**" course and pass the quiz
* Go back to the ***Gear Squad Catalog*** on your desktop print out pages 106-108, read them and file them in your binder
* Assist with checking in the freight delivery

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to **http://4wpgarage.com** take the "**Store** **Safety**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**IIPP Training**" course and pass the quiz
* Use **http://www.4wheelparts.com** to create the following QUOTE for a 2015 Ford F250 4 Wheel Drive with a Diesel Motor:
	+ Retrax PowerTrax tonneau cover for a 2013 Super Duty (don’t forget the warranty, labor and shop fees)
	+ Backorder everything and put a $1,500 cash deposit on the order

2:00-5:30

* **Work on the parts counter answering phones, ringing out “carryout” items and building quotes**

5:30-6:00

* **GO TO http://4wpgarage.com AND TAKE THE END OF DAY 10 QUIZ**

**Day 11**

9:00-12:00

* Go to **http://4wpgarage.com** take the "The **3:00 Protocol**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Transfers and PO’s**" course and pass the quiz
* Go check out several employee cars in the parking lot and see if you can identify any possible alignment issues
* Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com) and go to the “**Manager Links**”. Find the “**Stocking and Will Call Vendors”** form. This form will show you who can “will call” from or which one’s we have to wait longer for. Print out the report and place it in your binder

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com)and go to the “**Service**” tab. Look for the “**ITF**” button. The is the “**Installer Task Force**” Inside you will see any issues we have had with our “House Branded” product and what the status is on those issues
* Go through the “**ITF**” report and see what issues are currently out there

2:00-5:30

* **Work on the parts counter answering phones, ringing out “carryout” items and building quotes**

5:30-6:00

* Finish Daily Duties

**Day 12**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**Tire Training – Load Ratings**" course and pass the quiz
* Discuss tire sizing with your Manager or Assistant Manager. What is aspect ratio and how do you come up with it”. How do you know the right size tires for the customer’s vehicle?
* Using the **Gear Squad** catalog, find a Master Overhaul kit for a 2008 Ford Super Duty with a 10.5” rear end
	+ Check with the Labor Guide to see what the labor cost is to install it
	+ What other items would you suggest to your customer?
	+ Consult with your manager to see when you would be able to schedule the install
* Go to **http://4wpgarage.com** take the "**Tires Part 1**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Tires Part 2**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Tires Part 3**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**Tires Part 4**" course and pass the quiz

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com)and find the “**Commission Plan**” you used previously to calculate your commission using the following information:
	+ Based on the following information, calculate your monthly commission:
		- Merchandise Sales = $100,000
		- Labor Sales = $24,000
		- House Brand Mix = 40%
		- Non-House Mix = 60%
		- Warranty = $3,200
	+ Using the same information, what would your commission be if you changed your House/Non-House mix to 50/50?
	+ Now increase your warranty sales to $4,000
* Work with a member of management on how to process a **Synchrony** application and how to process a **Synchrony** payment.

2:00-5:30

* **Work on the parts counter answering phones, ringing out “carryout” items and building quotes**

5:30-6:00

* Finish Daily Duties

**Day 13**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**MAP and Unilateral Pricing**" course and pass the quiz
* Partner with a salesperson and explain to them the difference between MAP and Unilateral pricing
* Use **http://www.4wheelparts.com** to find the following for a 2015 Toyota Tundra: (once you located everything, move it to Legend and charge the customer) *Have your manager or assistant manager check your work before you bill it out*
	+ 6” Procomp lift kit with MX6 shocks
	+ Wheels (make sure you have the proper offset and ask if you need help)
	+ Tires (make sure you have the proper size and load rating)
	+ Front and rear Fab Fours Vengeance series bumpers in black
	+ 20” Rigid light bar
	+ ***Remember to include the warranty, labor, shopfees. If the parts are not in stock you will need to backorder everything and take a deposit from the customer***

12:00-1:00

* **LUNCH**

1:00-2:00

* Go over the **Shop Schedule** with the Manager or Assistant Manager and make sure you are clear how it is to be filled out
* Ask the Manager what to do when you are selling the customer on labor and there is no description in the **Labor Guide**

2:00-5:30

* **Work on the parts counter answering phones, ringing out “carryout” items and building quotes**

5:30-6:00

* Finish Daily Duties

**Day 14**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**Processing Checks and Credit Cards**" course and pass the quiz
* Find an **Eaton Truetrack Locker** for a 2011 F250 with a DANA 60 and running 4:10 gears
	+ Turn the quote into an invoice
	+ Make sure you add labor, shopfees and warranty
	+ Discuss with your Manager or Assistant Manager the differences between types of lockers and the advantages over the others

12:00-1:00

* **LUNCH**

1:00-2:00

* Go to Go to [**www.4wptoolbox.com**](http://www.4wptoolbox.com) and find our “**Test and Rebox**” policy (from the home screen go to ***Manager Links*** then ***DC/RICM Support*** and then ***Returns Training Document***
* Go over our ***Test and Rebox*** policy with your Manager2:00-4:00

2:00-5:30

* **Work on the parts counter answering phones, ringing out “carryout” items and building quotes**

5:30-6:00

* Finish Daily Duties

**Day 15**

9:00-12:00

* Go to **http://4wpgarage.com** take the "**TMG Smittybilt XRC Tail Gate & Tire Carrier**" course and pass the quiz
* Go to **http://4wpgarage.com** take the "**TMG Smittybilt M1A2 Front Bumper**" course and pass the quiz
* Review the **“Sales Training Checklist**” with your Manager and ensure that you have covered all of the information in it.
* Send an email to tboone@4wp.com letting me know that you have completed the program and attach your completed checklist

12:00-1:00

* **LUNCH**

1:00-2:00

* Put together a list of topics you would like to see covered during your week at Transamerican University and have those ready for the instructor when you arrive

2:00-4:00

* Go through your New Hire Binder and make sure you have all of the most recent forms and instructions in it (Use the **4WPtoolbox** to make sure that everything is up to date)
* Go through the “**Learning Library**” in the 4WP Garage and retake any course you feel would benefit you

4:00-5:30

* Talk to your co-workers and let them know of any pending issues that will need to be addressed while you are in Texas
* Make sure you take your New Hire Binder with you at the end of the day so that you can bring it with you to Transamerican University

5:30-6:00

* Finish Daily Duties