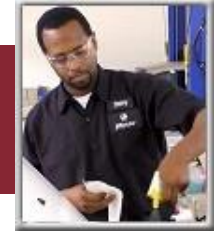


**Courtesy Technician (CT) — Balanced Procedures  
OJT / Practice DTOG & Proficiency Examination Lubricar**



**Date:** \_\_\_\_\_

**Trainee:** \_\_\_\_\_

**Trainer:** \_\_\_\_\_

**Service Center:** \_\_\_\_\_

<b>Preparation</b>	<b>Action/Behavior</b>	<b>Call/Response</b>	<b>Rating</b>
Check the activity board, daily plan or position chart	Review position duties and tasks		<b>1 2 P</b>
Review primary and secondary duties Secondary: Acknowledge customers within 5 feet Secondary: Performs tidies/cleans as assigned Secondary: Greet customers when all others are busy. Write service type on windshield, collect mileage and plate, install Post It on WS, escort customer to lounge	Discuss responsibilities for secondary duties with manager Acknowledge customers within 5 feet with a cheerful "Hello"		<b>1 2 P</b>
Dressed in the proper uniform to include the recommended Personal Protective Equipment (PPE)	Clean uniform, shirt tucked in buckle-less belt, personal grooming standards present		<b>1 2 P</b>
At assigned position and ready to serve the customer at scheduled time			<b>1 2 P</b>

Primary Duty and Task	Action/Behavior	Call/Response	Rating
<b>1. Start the Service</b>			
Be ready	Positioned at the rear of the service bay		1 2 P
Install interior protective floor mat	Make sure floor mat is clean with no rips.		1 2 P
Release hood	Release hood before sitting in drivers seat as the release is easier to locate before sitting down		1 2 P
Unlock doors / Lower windows	Lower windows on driver and passenger front		1 2 P
Communicate service		CT: Signature service, Tire rotation, Bay # UBT: Car coming in, Bay # Signature Service, Tire rotation UBT: Thank you, Bay #	1 2 P
Drive vehicle into bay	Proceed only after proper call / responses received from Upper Bay Technician. Follow the guide in signals from the Upper Bay Technician		1 2 P
Place vehicle in Park	If manual transmission, place vehicle in Neutral and apply parking brake Keep engine running		1 2 P
<b>2. Report on Conditions</b>			
Assist Upper Bay Technician with exterior inspection	Run lights for light check, look through windshield to locate any chips or cracks in glass	UBT: Front lights - Green Windshield - Green Drivers wiper - Green Rear lights - Green Rear wiper - Green Passenger wiper - Green	1 2 P
Check interior lights and dashboard indicator lights	Service Engine Soon, Oil light, TPMS Check Engine, ABS, DEF Report any lights to UBT		1 2 P

<b>Report on Conditions (cont'd)</b>			
Respond to "Engine off"	Reset oil change indicator while waiting for transmission to be checked.	UBT: Engine off, Bay # CT: Engine off, Bay #	1 2 P
Raise windows			1 2 P
Turn engine off / Secure keys	Follow procedures established in the service center for placement of vehicle keys. Hybrid vehicle keys are stored away from the vehicle. Check with your manager for location.		1 2 P
If tire rotation, verify that LBT has set lift blocks			1 2 P
If tire rotation, measure tread depth on all 4 tires	Measure tread depth at three different locations on tire and record lowest depth. Inspect tires for unusual wear, damage to tread and sidewalls. Tire stores use Grove Glove.		1 2 P
If no tire rotation, inspect the brake pads and rotors on each wheel.	Use a flashlight to look at each brake pad. If the pad thickness appears to be less than the backing plate recommend that the brakes be inspected. If the rotors have unusual wear, recommend a brake inspection. If you cannot see the brake pads, use a bore scope.		1 2 P
Test battery	Test voltage / CCAs. Check condition of terminals, cables. Report results and hand off the battery results print out.		1 2 P
Remove cabin air filter	Consult the Mighty catalog for removal instructions if needed. Place filter on front fender		1 2 P
<b>3. Rotate Tires, If Applicable</b>			
Gather tools need for rotation including extra socket for UBT. Retrieve key / adapter, if applicable	Locate the key before the vehicle is raised. Consult with the customer to find key storage location.		1 2 P
Remove wheel cover / lug nut covers, as needed	Keep wheel covers face up		1 2 P

<b>Rotate Tires, If Applicable (cont'd)</b>			
Monitor lift	Verify side opposite lift controls is clear of obstacles and watch for problems during lift	<b>UBT: Clear to lift, Bay #</b> <b>CT: Clear to lift, Bay #</b> <b>LBT: Clear to lift, Bay #</b> <b>UBT: Lifting vehicle, Bay #</b> <b>CT: Thank you, Bay #</b> <b>LBT: Thank you, Bay #</b> <b>UBT: Lift is locked, Bay #</b> <b>CT: Thank you, Bay #</b> <b>LBT: Thank you, Bay #</b>	1 2 P
Shake vehicle to test stability	At the hood, gently shake the vehicle to verify it is stable on the lift		1 2 P
Remove lug nuts from driver side front tire	Set all lug nuts in a pile by the front of the lift		1 2 P
Remove drivers side front tire and roll to the rear of vehicle	Inspect tire for nails, screws or any imperfections. Roll tire past the driver side rear tire and lay flat on floor, outside facing up.		1 2 P
Remove lug nuts from driver side rear tire	Set all lug nuts in a pile by the front of the lift. Leave the driver side rear tire on the vehicle		1 2 P
Remove lug nuts from passenger side rear tire	Set all lug nuts in a pile by the front of the lift		1 2 P
Remove passenger side rear tire and roll to the front of vehicle	Inspect tire for nails, screws or any imperfections. Roll tire past the passenger side front tire and lay flat on floor, outside facing up.		1 2 P
Remove lug nuts from passenger side front tire	Set all lug nuts in a pile by the front of the lift. Leave the passenger side front tire on the vehicle		1 2 P
Starting with the driver front tire, install the remaining lug nuts by hand.	Using the proper torque stick and impact gun, tighten all lug nuts using a star pattern.		1 2 P
Continue installing the rest of the lugnuts on the DR, PR and PF tires.	Tighten all lug nuts using a star pattern.		1 2 P

<b>Rotate Tires, If Applicable (cont'd)</b>			
Prepare to lower vehicle. Lower lift before putting tools away.	Inspect area for obstacles	CT: Clear to lower lift, Bay # UBT: Clear to lower lift, Bay # LBT: Clear to lower lift, Bay #	1 2 P
Lower lift		CT: Lowering lift, Bay # UBT: Thank you, Bay # LBT: Thank you, Bay #	1 2 P
Respond to Tire Rotation Quality Inspection	Verify that UBT is torquing lug nuts to proper torque	UBT: Driver front wheel torqued to ___ FT LBS, Bay # CT: Thank you, Bay #	1 2 P
Install wheel covers / lug nut covers	Wait until Upper Bay Technician has completed checking the torque on all lug nuts		1 2 P
<b>4. Clean Exterior Windows</b>			
Clean all windows including sunroof if applicable.	Starting at driver's side windshield and then in clockwise direction, no visible streaks, cleans under wipers, no fluid or drips on exterior paint of vehicle		1 2 P
Clean side mirrors	No visible streaks, no fluid on exterior, ensure mirrors are not re-positioned		1 2 P
<b>5. Vacuum floors</b>			
Vacuum front and rear floors	Starting at driver's side front and then in counter clockwise direction, between seat and door, under mats, avoids dragging vacuum hose on seats, obvious trash discarded	CT: Courtesy complete, Bay: #	1 2 P
<b>6. Complete Service</b>			
Install cabin air filter			1 2 P
If tire rotation, reset TPMS light	Wait until UBT has completed checking and adjusting tires		1 2 P
Communicate calls before driving out of bay	Await proper response.	CT: Starting and leaving, Bay # LBT: Thank you, Bay #	1 2 P
Drive vehicle out of bay	Proceed slowly, follow guide out signals		1 2 P

<b>6. Complete Service (cont'd)</b>			
Place vehicle in Park	If manual transmission, place vehicle in Neutral and apply parking/emergency brake		<b>1 2 P</b>
Inspect dashboard indicator lights	Reset oil change indicator if reset did not work the first time. Notify manager if TPMS light is solidly illuminated or blinking.		<b>1 2 P</b>
Turn engine off			<b>1 2 P</b>
Remove floor mat and estimate from dashboard	Return floor mat to receptacle		<b>1 2 P</b>
Inspect vehicle for cleanliness, including finger prints and smudges on steering wheel and door handles.			<b>1 2 P</b>
Return keys and estimate to the cashier. Always thank the customer for coming in today as you hand off the keys to the cashier	Never hand keys directly to a customer unless the cashier is with the customer.		<b>1 2 P</b>