

## TL Position Cheat Sheet:

### Always:

1. Leads and coaches' team. Point and shoot. Communicate changes.
2. Looks 30-60 seconds ahead. (Next welcome, ancillary, B&S job, EE to clock in, Etc.) to assign.
3. Answer questions, make on the spot decisions, ensure the team is running smoothly.
4. Encourages CSA pre. Serv. Rev. /Sales. Encourage/ Celebrate post Ser. Rev. forward.
5. Looks for opportunities to keep all other EE in place and efficient.
6. Looks for opportunities to process a second car (2 people become CT & UBT).
7. Be sure that the team is working in a safe manner and that safety is a priority.
8. Cashier if ROC is complete on secondary car in 5-person team

### Sometimes:

1. Welcome and check in customers (#2).
2. Guide Vehicles into stage.
3. Scribes ROC for vehicle team.
4. Completes ROC on secondary vehicles (In Order & check on primary team after each step).
  - a. Mighty / TG
  - b. Under Vehicle Conditions
  - c. UBT part in ROC order
  - d. CT part
5. Becomes part of the vehicle team (CT) to process a second car.
6. Second CSA Service Review as needed.
7. Becomes a service tech. (Advise team)
8. Use ST to assist vehicle team (scribe, inspections)/process cars.
9. Break-off for customer service issues. Interact with customers.
10. Times cars start to finish, time Tire Rotations.
11. Completes customer ring out in teams of 6 or higher
12. Coaches UBT/ LBT in proper inspections.
13. Coaches CT in Batt. Test and Cabin AF removal/replacement and tire inspections.
14. Create or assign B&S, TG, Spark Plug, Tire quotes.
15. Perform PEs, or delegating to approve hands on training is complete. Train/roleplay.
16. Inspect ROCs for completeness and Invoices for completeness and discounts.
17. Invoicing.

### Never:

1. Work Upper Bay
2. Work Lower Bay