

Sid Dillon Career Exploration Opportunity

House-keeping items:

1. When you arrive, please check in with the individual stated in the curriculum area.
2. Please park on the North side of the building.
3. Dress code will consist of Sid Dillon t-shirt, shorts/jeans (without holes), closed-toe shoes. Safety glasses will be provided.
4. Permission slips signed: 1) CEOs Agreement, and 2) WPS CEOs Parent/Guardian Consent Form.
5. Please project a positive attitude toward our customers and staff!

Internship requirements/information:

1. Normal work week: days and hours to be determined in conjunction with student and Sid Dillon. Minimum of four hours per week (we would prefer two hours, five days per week).
2. Company tools will be available for your use, if necessary.
3. The first eight weeks will be spent experiencing each department at Sid Dillon. The student will choose which department he/she wants to spend the remaining weeks.
4. 20% of your time equals approximately one day of the week.

Curriculum for the first eight weeks, in this order:

WEEK 1:

DETAIL (100%) -- 257 West A Street -- Report to Terry Barker (wear boots and clothes you don't mind getting dirty)

- Discuss the vehicles you detail (sold, ready to be shown, fleet, etc.).
- Demonstrate how you know which vehicles need to be detailed and how you keep track of those that have been completed (paperwork, tags, etc.).
- Review your detailing process from start to finish (from getting the vehicle to vacuuming, to communicating it is done).
- Explain your quality-check procedure (checklist).
- Discuss how vehicles are cleaned at the other building after oil changes, and additional service (how we have a wash-bay).
- Allow student to spend at least one hour assisting in detailing a vehicle.

WEEK 2:

PAINT SHOP (50%) -- 257 West A Street -- Report to Dan Hunt (wear boots and clothes you don't mind getting dirty)

- Short tour of the paint shop - show where everything is located.
- How to prepare a vehicle/part for painting.
- How to match paint.
- How to mix paint.
- Safety equipment that needs to be used at all times.
- Safety precautions that need to be taken (ventilation, etc.).
- Explain equipment used for painting.

- Demonstrate steps for painting (actually show how to paint).
- Explain painting process.
- How to clean equipment at the end of the day.

BODY SHOP (50%) -- 257 West A Street -- Report to Dan Hunt

- Short tour of the body shop - show where everything is located.
- Demonstrate the process of putting together an estimate - how to use the estimating system (how to determine parts, labor, etc.), the walk-around, etc.
- Explain how you compete with other body shops to get the customer's business and how you make the estimate work.
- Understand how car insurance works when you are involved in an accident (deductible, who pays when in an accident, submitting claims, supplements)
- Explain the difference between full-coverage v. liability v. comprehensive insurance.
- Show an actual estimate and clarify the time it takes to complete the work. Discuss challenges of completing the work in the time estimated.

WEEK 3:

SERVICE ADVISOR (100%) -- 1750 County Road J -- Report to Scott Berner

- Observe the process of building relationships.
- Experience exemplary phone skills.
- View customer and technician interaction.
- See the process of satisfying customers' needs during the car repair process.
- Understand the process of providing customer resolutions.
- Learn how to maximize workflow throughout the day.
- Understand the process of dispatching repairs to the most qualified technician.
- Communicate additional repairs to customers beyond scheduled repairs.
- Set priorities to keep customer's vehicles in proper condition.
- Understand how to deal with various personalities.

WEEK 4 and 5:

SERVICE SHOP (100% each week -- Spend one day with each technician) -- 1750 County Road J -- Report to Scott Berner

- How technicians determine additional repairs.
- How to perform a complete vehicle inspection.
- How to complete a proper oil change and tire rotation.
- Observe technicians performing a diagnosis on different types of vehicle repairs.
- Explain how to prioritize the severity of repairs to complete the repair process in a timely fashion.
- Observe interaction between technician and parts counter to reserve correct parts.
- Staging a vehicle for clean-up after the repair process is complete.
- Observe proper documentation after work order is complete.
- Demonstrate how to develop a cost estimate for repairs.
- Wash-bay

WEEK 6:

WARRANTY (40%) -- 1750 County Road J -- Report to Becky Scheef

- Explain warranty work (what it is, why it is necessary).
- What is covered and what isn't covered by a warranty.
- Demonstrate the in's and out's of GM Global.
- Importance of scanning and confirming correct numbers.
- Fill out paperwork for loaner cars.
- Why confidentiality in warranty work is important.
- Importance of having an individual specifically assigned to warranties.
- Explain a rejected warranty, and how to correct and state repair to get it covered.
- Demonstrate how the warranty process works: from initializing the warranty to receiving the payment.

PARTS (60%) -- 1750 County Road J -- Report to Randy Maly/Neil Gustafson

- Explain the process of ordering parts and determining the best place to purchase them.
- Demonstrate shipping and receiving and how to determine where parts go.
- Show how to look up a part.
- Pick the part out of the bin (how to find the part)
- How to communicate with customers over the phone and at the counter.
- How to assist service and body departments to get the correct part.
- How to order parts from other dealers and parts stores.
- How to determine pricing levels for each type of buyer (7 different levels).
- How to generate a ticket and bill parts.

WEEK 7:

FINANCE (20%) -- 1750 County Road J -- Report to Casey Reid/Alan Winterstein

- Explain information needed to finance a vehicle (what to fill out a credit app).
- How credit score and credit information comes into play. How credit positively or negatively affects your life.
- How to acquire financing and get better rates for car deals.
- How rates and terms affect monthly payment (what they will be paying in interest). Please demonstrate how interest rate and term affects a payment. Give examples.
- Show the other items finance can sell to customers. Explain why a customer would want to purchase them.
- Explain how bankruptcy, credit cards, and loans affect your credit (what affects your credit score).
- Demonstrate debt to income ratio (payment to income).
- View a credit report (cross out name). Explain what a good vs. a bad credit score is.
- Explain the purpose of a co-signer, how some can help you get credit and how some can't help (if they have a bad credit score).

SALES (60%) -- 1750 County Road J -- Report to Tim King (Spend one day with three different salesmen)

- Explain the “steps to the sale.”
- Show how you figure the discounts and rebates for each customer.
- Demonstrate the difference between the actual price of a car v. the “advertised” price.
- Explain your process of figuring the price of a used car v. a new car.
- Demonstrate how to fill out the Used Car Appraisal sheet.
- Describe the difference between buying and leasing.
- Demonstrate phone skills on a “phone-up” and communication skills on a “lot-up.”
- How to bring in new customers (networking).
- How the salesperson tracks their customers and knows when to call a customer.
- What are the best questions to ask a customer looking for a car (fact-finding).
- How goal-setting plays a role in sales (show how you use your planner).
- How the salesperson keeps track of inventory and new trades.
- The importance of having the right attitude everyday to be successful.
- Share your tips for being successful in sales.

SALES MANAGER (20%) -- 1750 County Road J -- Report to Tim King

- Explain your process of figuring out a fair amount to “give” a customer for their used car (questions and factors to determine amount).
- Show how to track the progress of the salespeople (task menu).
- What does it mean to “desk” a deal?
- Questions a salesman should have asked their customer prior to coming to the sales manager.

WEEK 8:

LOT ATTENDANT (40%) -- 1750 County Road J -- Report to Courtney King

- Missing photos report.
- Check fresh trades box (put in spreadsheet, communicate)
- Process of UCI (used car inspection) bring keys put in one of boxes.
- Check with detail in morning for vehicles to be pictured - picture (9-point system) extras
- Student take pictures
- Daily lot walk to check lines, missing holes (our showcase)
- Explain keyboard, explain pogs (stickers)

TITLE WORK (40%) -- 1750 County Road J -- Report to Jessica Fitl

- Purpose of a title.
- Explain who holds the title and why.
- Process of a title from sale to completion (if there is a title and if there isn't).
- Explain color and purpose of jackets (buff, yellow, red, blue).
- Explain the process the customer goes through at the courthouse.
- Communicate with the customer that the title is ready to go.
- Explain the In-Transit and 30-day process - timely manner before 30 days are up.

- Process go through to acquire title from the bank (payoff).
- Explain “funding packets,” what is included, and the purpose.
- Completion of title deal and who a check needs to be written to (who writes the check and why -- payoffs, etc.)
- Explanation of fees.
- Process customers go through at the courthouse once the title is complete and at the courthouse.
- Explain the importance of keeping the “deal jackets” for seven years, the purpose, and what an audit consists of (GM audit, allied financial audit).

ACCOUNTING (20%) -- 1750 County Road J -- Report to Missie Josoff

- Process of tracking payables and receivables monthly.
- Daily balance of cash sales (credit card machine).
- Print checks, mail bills,