

1

To learn shop policies and procedures, proper repair order documentation, service manual usage, and Flag-Time.

By performing services on no less than (100) one hundred vehicles.

Measurement will be done by review of the interns repair orders by the Service Advisors and/or the Service Manager.

2

To learn engine oil changes and lubrication services and perform them within industry standards.

By performing no less than 25 oil/lube services within industry standards.

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

3

To learn Pre-Delivery Service techniques (PDI) and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than 25 PDI's within industry standards.

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

4

To learn 7.5 K service techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen 7.5K services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

5

To learn 15K service techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen 15K services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

6

To learn 30K service techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (10) ten 30K major services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

7

To learn 60K service techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (10) ten 60K major services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

8

To learn tire and wheel mounting and balancing techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen tire mounting and balancing services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

9

To learn to perform four wheel alignment techniques and perform them within a reasonable amount of time as compared to industry standards.

By performing no less than (10) ten wheel alignment services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

10

To learn front brake service techniques and perform these services within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen complete front brake services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

11

To learn rear wheel brake service techniques and perform these services within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen complete rear brake services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

12

To learn cooling system service or maintenance techniques and perform these services within a reasonable amount of time as compared to industry standards.

By performing no less than (15) fifteen cooling system services within industry standards (Flat-rate).

Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

13

To learn bearing repack techniques and perform these services within a reasonable amount of time as compared to industry standards.
By performing no less than (10) ten bearing repack services within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

14

To learn clutch service techniques and perform these services within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five complete clutch services within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

15

To learn engine timing belt replacement techniques and perform them within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five engine timing belt replacement services within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

16

To learn electrical diagnosis techniques and perform these techniques within a reasonable amount of time as compared to industry standards.
By performing no less than (20) twenty accurate electrical diagnosis on customer vehicles.
Measurement will be done by having zero service complaints and perform these diagnosis accurately within industry time standards.

17

To learn to install air conditioning systems and perform these installations within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five air conditioning system installations on customer vehicles.
Measurement will be done by having zero service complaints and performing services within industry time standards (Flat-rate).

18

To learn to Toyota factory alarm systems and perform these installations within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five alarm system installations on customer vehicles.
Measurement is done by having zero service complaints and performing these installations correctly within industry time standards (Flat rate).

19

To learn proper techniques in performing R/O menu items correctly and with customer satisfaction in mind
By performing all services on R/O menus correctly and within a reasonable amount on time on no less than (100) one hundred vehicles.
Measurement will be done by a review of the interns repair orders vs. the actual vehicle repairs.

20

To learn engine head gasket replacement techniques and perform them within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five engine head gasket replacement services within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

21

To learn valve adjustment techniques and perform them within a reasonable amount of time as compared to industry standards.
By performing no less than (15) fifteen valve adjustments within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

22

To learn Maintenance schedule / service intervals for 1995 the product line.
By identifying Maintenance Services intervals no less than 35 vehicles correctly
Measurement is done by having zero service complaints and items reviewed by service advisor / master technician.

23

To learn engine repair techniques and perform them within a reasonable amount of time as compared to industry standards.
By performing no less than (5) five engine repair services within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).

24

To learn air conditioning recharging service techniques and perform these services within a reasonable amount of time as compared to industry standards.
By performing no less than (15) fifteen air conditioning recharging service within industry standards (Flat-rate).
Measurement will be done by having zero service complaints and perform services within industry time standards (Flat-rate).