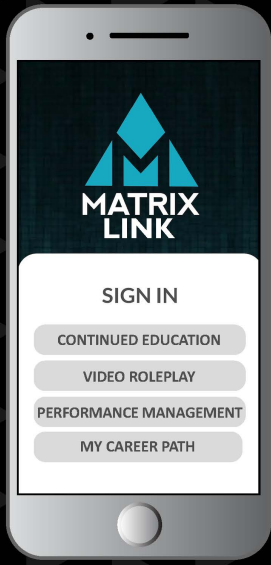


MATRIX CAREER ACCELERATION PATH



INTRO TO ELECTRICAL DIAGNOSIS EFFICIENCY 90 DAYS

- Circuits, conversions, wiring schematics
- Batteries, starting & charging
- Proper testing, diagnosis & repair
- Proper RO story

ELECTRICAL DIAGNOSIS EFFICIENCY 2.0 90 DAYS

- CAN/LIN bus
- Intermittent fault diagnosis
- Fault code breakdown
- Should PRECEDE every OEM electrical class

STEERING & SUSPENSION EFFICIENCY 90 DAYS

- Wheel alignments, timed repetitions
- Component replacement
- Upsell education & proper RO story

B-TECH EFFICIENCY BOOTCAMPS



EXPRESS SERVICE EFFICIENCY 90 DAYS

- Vehicle maintenance process
- Tires, TPMS
- Bulbs, belts, hoses & torchwork
- Video Multipoint Inspection, upselling, proper RO story

C-TECH EFFICIENCY BOOTCAMPS

HVAC EFFICIENCY 90 DAYS

- System components & operation
- Evac, re-charge & leak detection
- Diag, service, repair & 609 certification

ENTRY LEVEL ONBOARDING

BRAKE REPAIR EFFICIENCY 90 DAYS

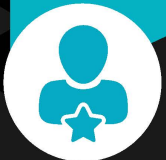
- Replacement & repair
- Noise & vibration resolution
- Upselling & proper RO story

MTI ASSESSMENT 90 DAYS

- Career Acceleration Planning

LIVE ADVISOR TRAINING - ADD .2/HOUR PER RO

TECHNICAL KNOWLEDGE – INFORMATION GATHERING & DOCUMENTATION –
CUSTOMER EDUCATION & COMMUNICATION – OBJECTION HANDLING & ROLE PLAYING



NEW HIRE 60 DAYS

