



## AAA Contractor Training Program

Training Type	Timeline	Description	Responsibility	Duration
<b>BATTERY</b>				
Battery 101	First 30 Days	Introduction to the AAA Battery Program Explanation of battery service expectations Basic battery information Battery Service Safety Use of the MBC-5500 tester, including hybrid and dual battery vehicles Comprehension of tester decisions Explanation of test to the member Warranty process Complications with achieving a Full System Test and how to complete it	Club Assist/AAA	8 hours
Ride Along 1	First 45 Days	Assist driver with comprehension of battery call procedures and expectations Answer specific questions or concerns about AAA Battery Program or tester issues Evaluate and assist driver with member satisfaction skills, OTG opportunities, battery testing and sales Share best practices with driver regardless of call type Offer solutions to problems encountered or foreseeable complications Provide continuous feedback to the Tech Give feedback to garage owner/manager at day's end	AAA Trainer	4-8 Hours
BSSA	First 60-75 Days	In-shop assessment Assessment of the Battery Technician skill level via completion of a "mock" Battery Service member ERS call. Technician completes a "Mock" Battery Service call from start to finish with a "member" from Introduction through entire process including battery replacement and paperwork completion. Some alternative test results can be introduced such as warranty test results. Also multiple "Member"	Club Assist	1 Hour

		<p>objections can be introduced to further assess the technician's communication skills.</p> <p>Gauges the tech's overall knowledge of roadside battery service</p>		
<p>Soft Skills</p> <p>Soft Skills cont'd</p>	<p>First 90 days, annually thereafter</p>	<p>Improve Battery Service Technicians communication skills during an ERS call</p> <p>Improve Tech's understanding of the test results</p> <p>Explanation of the results to the member</p> <p>Assist tech with overcoming member objections to testing and potential replacements</p> <p>Increase battery sales</p>	<p>Club Assist</p>	<p>4 Hours, minimum 6 participants</p>
<p>Ride Along 2</p>	<p>First 6 months</p>	<p>Assist driver with comprehension of battery call procedures and expectations</p> <p>Answer specific questions or concerns about AAA Battery Program or tester issues</p> <p>Evaluate and assist driver with member service skills, OTG opportunities, battery testing and sales</p> <p>Share best practices on all call types</p> <p>Offer solutions to problems encountered or foreseeable complications</p> <p>Provide continuous feedback to the Tech</p> <p>Give feedback to garage owner/manager at day's end</p>	<p>AAA Trainer</p>	<p>4-8 Hours</p>
<p>Mystery Shop</p>	<p>Limited Availability</p>	<p>Technician is dispatched on an ERS Battery Service call that is "pre-staged" with the assistance of the AAA Dispatch office. The "member" is a Club Assist employee, a AAA Club employee or some outside professional who has been "rehearsed" in the process of completing this mystery shop ERS Battery Service call. A Club Assist trainer is also on scene but out of sight and observing the process. Following the call an assessment evaluation form is completed jointly by the "member" and the Club Assist trainer to be provided to the AAA Club Staff and Provider ownership.</p>	<p>Club Assist/ AAA representative</p>	<p>0.5 Hour</p>