

General Service Technicians (GST) Training – Best Practice Guide & Observation

PURPOSE

The purpose of this guide is to provide Critical to Safety and Critical to Quality callouts and Best Practice process steps and guidance to support teams involved in **Training General Service Technicians (GST)**.

By following this guide, the trainer and the trainee will be able to collaboratively progress through the GST training steps.

SAFETY & QUALITY FIRST



CRITICAL TO SAFETY

- The A or B Technician training a GST is responsible for ensuring the services are performed correctly and safely.
- Only those services a GST has been approved for can be completed by them without supervision.
- Until the GST is approved to perform unsupervised services, the A or B Technician performing the training will be assigned the book hours for the service.
- Always follow any applicable service Best Practices and Best Practices that tie into the services. Utilize any observation check lists.



CRITICAL TO QUALITY

- A or B Technician performing the training is responsible for double checking the fasteners and quality of work.
- Always follow proper vehicle pulling in Best Practices.
- Always follow proper vehicle lifting Best Practices.
- Always wear proper PPE.

BEST PRACTICE PROCESS STEPS

Step	Action
1	The GST prints and reads the Best Practice(s) for the service(s) to be performed.
2	The GST pulls the vehicle into the appropriate bay, following the printed Pulling Vehicle In Best Practice.
3	The A/B Tech and GST review the work order to determine what service(s) is needed.
4	The A/B Tech and GST review ALLDATA before performing the service(s) to obtain all critical information needed.
5	The GST prepares the vehicle to be lifted. Once the lift points are verified by the A/B Tech, the GST lifts the vehicle following the printed Lifting Vehicles Best Practice.
6	The A/B Tech gives instructions on how to begin the service(s) and answers any questions.
7	The GST starts the service(s).

Step	Action
8	The A/B Tech monitors the service(s) and provides step-by-step instructions throughout to ensure it is performed correctly and safely – including double checking fasteners, drain plugs, etc.
9	Once the service(s) is completed, the A/B Tech test drives the vehicle to ensure service(s) were performed successfully.
10	Only the A/B Tech (not the GST) will be assigned (by the Sales Staff / Service Manager) to the service(s) and book hours in VAST.

Employee:	Observer:	Store:	Date:
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General Service Technicians (GST) Training

Action	✓
1. <u>Prints</u> and <u>reads</u> the Best Practice(s) for the service(s) to be performed.	
2. <u>Pulls</u> the vehicle into the appropriate bay according to Best Practices	
3. <u>Reviews</u> (together with A/B Tech) the work order to determine needed service(s).	
4. <u>Reviews</u> (together with A/B Tech) ALLDATA before performing the service(s).	
5. <u>Prepares</u> the vehicle to be lifted.	
6. <u>Waits</u> for A/B Tech to verify the lift points before progressing	
7. <u>Lifts</u> the vehicle according to Best Practices.	
8. <u>Starts</u> the service(s).	
9. <u>Is being</u> monitored by A/B Tech until services are completed.	