

On Boarding New BDC Agent.

**Week one 5 Days-** Rene Reyes training program.

Day 1- RR

Day 2- RR

Day 3- RR

Day 4- RR

Day 5-RR

**Week two 5 Days-** With Asst. Manager

Day 1- With Training agent.

Processes and Department responsibilities

Repour Building

Paperwork

Day 2- Elead

Interworking's of eleads

Day 3- Sales Process

Numbers

Appraisal

Rates

Lease vs Buy

Day 4- Emails and Phones

Email structure

Phones

Text

Simulation

Day 5- Product Knowledge

Test Drive

Competitive models

Funneling

Feature Benefit Value analysis

**Week Three 5 days-** Train with other departments

Day 1- Retail Sales Training

Day 2- ½ day with Finance

½ day with parts department

Day 3- PAC Sales Training

Day4- Lease Training with John M.

Day 5- With Steve/Jeremiah (Management Team)

Appraisals- Jason L.

Closing- Keith R.

Objection Handling- Tim A.

Desking- Ty J.