



2019 FIXED OPERATIONS TRAINING SCHEDULE

APRIL

Date: 4/23 - 4/25

Location: **Portland, OR**

Trainer: Jim Warren

NOTE FROM THE REGION:

Training weeks offered will provide a minimum of ONE certification course for SM, ASM, PM, PP, CRM, and Service BDC associates.



MAY

Date: 5/7 - 5/9

Location: **Seattle, WA**

Trainer: Jim Warren

Date: 5/14 - 5/16

Location: **Spokane, WA**

Trainer: Jim Warren

Date: 5/21 - 5/23

Location: **Canyonville, OR**

Trainer: Jim Warren

JUNE

Date: 6/11 - 6/13

Location: **Boise, ID**

Trainer: Jim Warren

Date: 6/18 - 6/20

Location: **Montana**

Trainer: Jim Warren

Date: 6/25 - 6/26

Location: **Alaska**

Trainer: Jim Warren

AUGUST

Date: 8/6 - 8/8

Location: **Portland, OR**

Trainer: Johna Ostrie

Date: 8/13 - 8/14

Location: **Twin Falls, ID**

Trainer: Johna Ostrie



TOYOTA

SEPTEMBER



Date: 9/24

Location: **Portland, OR**

Trainer: **Dealer Tire**



Date: 9/25

Location: **Seattle, WA**

Trainer: **Dealer Tire**

NOVEMBER

Date: 11/5 - 11/7

Location: **Spokane, WA**

Trainer: Johna Ostrie

Date: 11/13 - 11/15

Location: **Seattle, WA**

Trainer: Johna Ostrie

*** We will offer MORNING & AFTERNOON classes for this half-day training

PORTLAND REGION - 2019 FIXED OPS TRAINING SCHEDULE

MO.	DATE	LOCATION	COURSE	SM	PM	ASM	PP	CRM	SERVICE BDC
APRIL	4/23/2019	PTL REGION	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	4/24/2019	PTL REGION	S2165 - Fix It Right the First Time	X	X	X	X	X	X
	4/25/2019	PTL REGION	S2167 - Using Technology to Enhance the Service Experience	X		X		X	X
MAY	5/7/2019	SEATTLE	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	5/8/2019	SEATTLE	S2165 - Fix It Right the First Time	X	X	X	X	X	X
	5/9/2019	SEATTLE	S2166 - Fixed Ops Selling	X	X	X	X	X	X
	5/14/2019	SPOKANE	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	5/15/2019	SPOKANE	S2165 - Fix It Right the First Time	X	X	X	X	X	X
	5/16/2019	SPOKANE	S2166 - Fixed Ops Selling	X	X	X	X	X	X
	5/21/2019	CANYONVILLE	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	5/22/2019	CANYONVILLE	S2165 - Fix It Right the First Time	X	X	X	X	X	X
5/23/2019	CANYONVILLE	S2166 - Fixed Ops Selling	X	X	X	X	X	X	
JUNE	6/4/2019	PTL REGION	Hireology "Hiring Your Best Team to Become the Best in Town"	X	X			X	
	6/5/2019	PTL REGION	Hireology "Hiring Your Best Team to Become the Best in Town"	X	X			X	
	6/11/2019	BOISE	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	6/12/2019	BOISE	S2165 - Fix It Right the First Time	X	X	X	X	X	X
	6/13/2019	BOISE	S2166 - Fixed Ops Selling	X	X	X	X	X	X
	6/18/2019	MISSOULA	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	6/19/2019	BOZEMAN	S2165 - Fix It Right the First Time	X	X	X	X	X	X
	6/20/2019	BOZEMAN	S2166 - Fixed Ops Selling	X	X	X	X	X	X
	6/25/2019	ALASKA	S2173 - Resolving Customer Concerns	X	X	X	X	X	X
	6/26/2019	ALASKA	S2165 - Fix It Right the First Time	X	X	X	X	X	X