



NEW HIRE 90-DAY PROBATIONARY PERIOD

Welcome. We're delighted to have you on board with us. You've made it through a series of interviews and background checks, and have agreed to come aboard with us. We appreciate that you have many options available to you, and that you've agreed to continue your professional career with us. We have a mutual interest in your success, and want to ensure that you have both an open line of communication, as well as resources available to assist you toward further education and advancement in your profession.

As you become acquainted with our operation and get settled in, we will assist you in every way possible. To this end, we have provided this information for you regarding your first 90-days, which is a probationary period for both of us. This will give us both the opportunity to "test the waters" to determine if we have a mutually beneficial working relationship. So, communication during this time is critical. Please make sure you have received and read the **Employee Handbook**. **This State** is a "Right To Work" State. As such, either party can terminate this relationship at any time and for any reason without notice.

TECHNICIANS ONLY

If you have been hired as a Technician, you will be expected to abide by all of those policies in our handbook, as well as the following:

1. Provide accurate diagnostics of the customer's chief complaint concerning their visit to our repair center.
2. Advise Management as to the cause of the complaint, along with the recommended course of correction.
3. Advise Management of other needed repairs or services which are deemed necessary based upon inspection, age, mileage, and condition of the vehicle.
4. Produce the required number of production hours (FRHs – Flat Rate Hours) in a given time frame (averaged out), based upon your experience and skill set/training. This MUST be agreed upon with Management during your first several weeks of employment.
5. Quality repairs are paramount. We understand that on occasion, a repair made to a customer's vehicle may not take care of the original complaint. However, negligence will not be tolerated.
6. You will be given a time tracking sheet. We require you to track all vehicles you work on, and the hours spent working on them. This will ensure that nothing is missed, and that you are paid correctly for all work performed.
7. Even if you are paid on a commission-type structure, we require that you clock in and out during the course of each day, including lunch breaks. Please see your Manager for this Time Sheet.

8. If you have A/C certifications of any kind, proof of such will be required in order to use any A/C equipment or perform any service. Under NO CIRCUMSTANCES are you to use any air conditioning equipment or service any vehicle system (not even “top offs”) until you have proper credentials.

You’ve agreed to a *starting pay rate* of: ____\$____ per ____Week____
For the first 30-days of employment. After this time, you will be paid
\$ ____per flat rate hour billed out.

You’ve agreed to a FRH Production rate of: __30 hours____ per
____Week____ while employed with our company.

Technical Training

Our business understands the importance of on-going training for our most valuable resource – our technicians. To this end, we will pay for two (2) automotive technical training classes within the first 6-months of your employment. Should your employment cease *for any reason including termination* within 6-months AFTER attending the class(es) we pay for, the monies for those classes will be withheld from your final check.

Uniform Policy

Also, in promoting a quality image to our clients, you’ll need to get fitted for uniforms immediately. Set-up costs for your uniforms will be deducted from your initial pay. Upon the successful completion of your probationary period, this cost will be reimbursed back to you. However, upon separation from us whether voluntary or not, all uniforms must be accounted for. **The costs incurred for missing uniforms or associated uniform costs (i.e. damage) will be deducted from your final paycheck. This check will be withheld pending proper exit interview procedures, time card validation, key turn in, etc.**

Vacation and Sick Time Policy

We proudly offer our employees PTO (Paid Time Off) according to the PTO GUIDE in our Handbook after your 1-year anniversary. We also offer paid sick time provided a doctor’s note is brought in. This will begin after your 90-day probationary period.

For Apprentice/Trainees

You have been carefully selected to join our company and our industry in an apprenticeship role. We have all started here. We believe you have all of the attributes and characteristics to make an outstanding addition to our team. During your orientation period, you will be introduced to a few of our seasoned veterans, who have invested heavily in this profession in the way of tools, equipment, on-going training, and years of experience. You will be paired up with select individuals who will guide you, mentor you, and train you. They will be responsible for the amount and quality of work you produce for our customers. Therefore, you will listen, learn, pay attention, and answer to them. The quality of this relationship is paramount to your overall success. Please do not underestimate the importance of this relationship. Should you have any concerns, please address them with the business owner or manager.

I have read the information contained here, and agree to abide by it:

_____ DATE: _____

OFFICE USE

Copy of A/C Certificate received: YES _____ NO _____

Copy of Driver's License: YES _____ NO _____