

04/17/24

GWC Advisory Meeting Notes

Orange County Dealer Association

Call to order at 5:07

John, Mike, Chris, Max

Announcement

- Accreditation Complete and Master level achieved
- Welcome and introductions
- Thank you to Cristin from OCADA

What Are you looking for in new employees

- Trying to find good talent
- Hard worker
- Integrity
- Personable
- Last 5 years, come in messy- presentations standpoint, the interviewers need to come in prepared and looking professional.
- Society of customers want people that are prepared
- Soft Skills
- Every meeting is the same conversation
 - Kids are afraid to go into an interview
 - Need more guidance on how to walk in and be interviewed need them to show up and not be scared or nervous.
- Would like the communication on how to handle
- Drug tests- not able to pass
 - Need them to make sure that they can pass
- What do the Faculty do in the classrooms?
 - Send them to the Career Center
 - Counselors
 - Go over all of the what is expected at the dealership/ interviews
- My dealership has two students – then did come prepared- really great technicians and were ready for the interviews
- Don't know what Business dress is- Easy solution is to put a picture up so they know what Business professionals

- Business has evolved from the techs- typing skills and videos and techs are directly speaking to customers as they are walking the car and showing the customer what they are speaking about.
 - Communication skills
 - Especially in the lube racks
- Most dealers are going to video based and techs are customer facing
- Customers trust the techs more. They like the techs are real.
- Vehicles are recording what's happening around the car, driving, etc.
- EV vehicles they can see exactly where cars are
- Automotive curriculum:
 - Basics are great
 - Read a diagram
 - Troubleshoot
 - Spark and diagnose
 - The manufacture will teach their specifics, but they need to have the
- EV training at the CC is irrelevant (each dealer/manufacture will provide training on their individual EV systems)
- IF they can get ASEs, that's great, but there is money tied to that
- EDWs how to read a circuit
 - They are going to get the rest way faster
 - Really try to keep Electrical
 - Start in Advanced with heavy diagrams
 - Advanced- in the EWDs over the last few years
 - Changed the fundamental way
 - Ford- given access to the ACE program- Michelle Michael is ready to pick up all the costs
- Biggest struggle is getting them through the electrical course- 5 day electrical
- Dealership skills of running time and time management
- They have Repair orders and go over them as a team and working on them as how
- Recently- the youngest group that have in the shop- time management- keeping the things going. Basic understanding of the admin that is needed to get to work on the cars.
- CCCs-
- PACT students- make sure they are printing out the data for the warranty claim- want a physical paper form- OBD first before pull codes

Dorsie- GWC has big demand from HSs

We need instructors- please send your people who might be great instructors.

Most important tool is their Drivers License. Clean Driving record.

Length of time of having license- not probation license.

Adjourned 5:33pm