








































RETURN ASSOCIATE

START DATE:		Liaison Manager:		Contact #:
<p>Congratulations and welcome to Avis Budget Group! As a new hire Return Associate, you will follow this training curriculum over the course of the next three weeks. During your first two weeks, your Liaison Manager will provide you with guidance and support as you learn your new role and responsibilities. In order to maximize your learning, complete all tasks each day as shown on the curriculum.</p>				
<p>Important Note:  A check mark under the task column indicates that you are required to report activity/course completion in Avis Budget University (abgU). After signing into abgU, you will find Course Acknowledgements under the ATC RA tab.</p>				
WEEK 1				
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES
Welcome / New Hire on-boarding	3 hours	DAY 1	Welcome to Avis Budget Group! During this time, you will complete your employment paperwork.	 Conducted by HR/Management
Job Expectations	1 hour & 30 mins.		You will be introduced to your Liaison Manager to review your associate training curriculum and job expectations. You will need a Worldwide ID (WWID) number to sign in to abgU. This WWID will be later provided to you by your Liaison Manager or HR Assistant.	 Conducted by Liaison Manager Documents needed for training: (1) Return Associate Training Curriculum (2) Return Associate Reference Manual (3) Return Associate Learner Guide (4) Incident Objection Cards for Handling Damage
Facility Tour	1 hour		The facility tour provides you with an overview of several key areas such as service, rental counter, supply chain, distribution, Preferred/Fastbreak booths, Select & Go, Zipcar, enter/exit gate, courtesy shuttle bus, airport shuttle bus other airport transportation modes. During this tour you will follow the footsteps of our customers from arrival through vehicle return as well as observe valuable information about our processes and the flow of vehicles on our lots and garages.	 Conducted by Liaison Manager
New Hire Orientation (Date and time will be provided by HR)	2 hours & 30 mins.		Attend a virtual new hire orientation conducted by the local HR department. This orientation includes an overview of the company structure, safety, culture, and company-wide policies.	 Live Virtual Class
 = Hands on On the Job Training and Checklist	 = Live Virtual Training Class	 = Face to Face Meeting or Discussion	 = Self-paced Computer Training	 = Observations
		 = Assessment	 = Reading	 = DVD
















RETURN ASSOCIATE

WEEK 1							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Driving The Customer Experience Through...The Return Process Lesson 1: The Return Process & Customer Engagement Overview	45 mins.	DAY 2	<p>This 6 lesson self-paced course provides the knowledge, skills and techniques to ensure a positive and personalized return experience for every customer. Lesson 1 includes return process overview, our core and our commitments.</p> <p>There are two ways to view this course:</p> <p>1. Under the ATC RA tab in abgU. Locate : Driving The Customer Experience Lesson 1: The Return Process & Customer Engagement Overview.</p> <p>2. A DVD provided to you by your Liaison Manager.</p>	<div></div> <p>A computer with sound or Driving The Customer Experience DVD and DVD Player Return Associate Learner Guide Refer to abgU Quick Start section</p>			
Return Process Observation	1 hour		<p>During this activity, observe the return process with your Liaison Manager. Focus on understanding the flow of the return process and safety guidelines in the return area/on the lot.</p> <p>* Note: This is a high level overview of your job function. During this training program additional time will be provided to learn your duties in more detail.</p>	<div></div> <p>Observe with your Liaison Manager</p>			
Return Associate Reference Manual Part I-Welcome Part II-Equipment Part III-Pre-Shift Duties	1 hour		<p>The Return Associate Reference Manual provides valuable information on the equipment you will be using, your pre and post shift duties, our return process, our rental agreements, transaction receipts and most importantly, our Listen, Own, Resolve culture.</p> <p>Once you have determined the model number of the hand-held unit used at your location, read Part I-Welcome, Part II-Equipment and Part III-Pre-Shift Duties</p>	<div></div> <p>Return Associate Reference Manual Hand-held unit</p>			
Meet Your Fleet # 1 	1 hour & 30 mins.		<p>During this activity you will learn how to identify vehicle makes and models so that you can place vehicles in the correct area on the return lot. Correct lot placement is important to us as it enables us to maximize vehicle utilization. Additionally, you will learn about specific vehicle features so that you can assist customers with their questions and also make personalized vehicle recommendations for future rentals.</p> <p>Refer to the Return Associate Learner Guide. Locate the Meet Your Fleet Activity #1, Parts 1 and 2. To complete Part 1, go out to the lot and get acquainted with various vehicles (sit inside of each vehicle, play with the controls, determine how to adjust the seats, open the trunk and gas release). Write down the make and model and other information in the correct vehicle group column on your list. To complete Part 2, locate the different special features listed. Make sure you know how each feature works.</p> <p>At the completion of this exercise, sign in to abgU. Click on the ATC RA tab. Locate: Acknowledgement for Meet Your Fleet #1.</p>	<div></div> <p>Return Associate Learner Guide Refer to Meet Your Fleet Activity #1</p>			
 = Hands on On the Job Training and Checklist	 = Live Virtual Training Class	 = Face to Face Meeting or Discussion	 = Self-paced Computer Training	 = Observations	 = Assessment	 = Reading	 = DVD















RETURN ASSOCIATE

WEEK 1							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Driving The Customer Experience Through...The Return Process Lesson 2: Job Knowledge - Rental Agreement & Receipt	45 mins.	DAY 2 CONTINUED	Lesson 2 includes an introduction to job knowledge, as well as a review of the rental document and the hand-held. There are two ways to view this course: 1. Under the ATC RA tab in abgU. Locate : Driving The Customer Experience Lesson 2: Job Knowledge - Rental Agreement & Receipt. 2. A DVD provided to you by your Liaison Manager	 A computer with sound or Drive The Customer Experience DVD and DVD Player			
Driving The Customer Experience Through...The Return Process Lesson 3: Job Knowledge - Rental Policies and Procedures	45 mins.		Lesson 3 includes a review of the Return Process Polices and Procedures, including our non-smoking fleet, excessive dirt charges, fuel charges, MVAC equipped vehicles, coupons and frequent traveler information. There are two ways to view this course: 1. Under the ATC RA tab in abgU. Locate : Driving The Customer Experience Lesson 3: Job Knowledge- Rental Polices and Procedures 2. A DVD provided to you by your Liaison Manager	 A computer with sound or Driving The Customer Experience DVD and DVD Player			
Return Process Review and Practice	2 hours		Together with your Liaison Manager, you will review and practice Part I, Part II and Part III of the items listed in the Return Associate Reference Manual Checklist.	 Review and Practice with Liaison Manager  Return Associate Learner Guide Refer to Return Associate Checklist Hand-held unit and printer			
End of day check in	15 mins.		At the end your second day check in with your Liaison Manager to ask questions and share your learning experience.	 Discussion with Liaison Manager			
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




RETURN ASSOCIATE

WEEK 1							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Driving The Customer Experience Through...The Return Process Lesson 4: Job Knowledge and Vehicle Damage	45 mins.	DAY 3	Lesson 4 covers Body Damage and Incident Reports. There are two ways to view this course: 1. Under the ATC RA tab in abgU. Locate : Driving The Customer Experience Lesson 4: Job Knowledge and Vehicle Damage 2. A DVD provided to you by your Liaison Manager	 A computer with sound or Driving The Customer Experience DVD and DVD Player			
Return Associate Reference Manual Part IV-The Return Process	1 hour		In your Return Associate Reference Manual, read Part IV - The Return Process	 Return Associate Reference Manual			
Return Process Demonstration and Practice	4 hours		In your Learner Guide, turn to the Return Associate Reference Manual Checklist. Your Liaison Manager will review Part IV, Steps 1 and 2 actions and dialogue with you and check for understanding. Additionally your Liaison Manager will have you inspect vehicles for body damage using your Incident Objection Cards for handling damage as a reference.	 Review with Liaison Manager  Return Associate Learner Guide Refer to Return Associate Checklist Incident Objection Cards Hand-held unit			
Meet Your Fleet # 2 	2 hour		During this activity you will continue to learn more about our vehicle makes and models. As vehicles on our lots are continually changing it, it is recommended that you begin this activity by looking for vehicles that were not available when you completed the Meet Your Fleet #1 activity. At the completion of this exercise, sign in to abgU. Click on the ATC RA tab. Locate: Acknowledgement for Meet Your Fleet #2.	 Return Associate Learner Guide Refer to Meet Your Fleet Activity #2			
End of day check in	15 mins.		Check in with your Location Liaison Manager to review key items reviewed during training today. Provide feedback as to your experience and ask questions.	 Discussion with Liaison Manager			
 = Hands on On the Job Training and Checklist	 = Live Virtual Training Class	 = Face to Face Meeting or Discussion	 = Self-paced Computer Training	 = Observations	 = Assessment	 = Reading	 = DVD

RETURN ASSOCIATE

WEEK 1							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Wizard Based Training	1 hour & 30 mins.	DAY 4	<p>The Wizard Based Training (WBT) course, RETURN (U.S.) or RETRNC (Canada) introduces you to the entries required to complete a check-in on the hand-held unit as well as the detailed information of the transaction receipt.</p> <p>Ask your Liaison Manager for assistance in getting started.</p>	 Wizard Terminal Refer to WBT Section of Learner Guide Worldwide ID Number (WWID)			
Return Process Review with Customers	3 hours & 30 mins.		<p>Together with your Liaison Manager, you are now ready to serve our customers. Your Liaison Manager will be there to coach and assist you as required.</p> <p>In your Learner Guide, turn to the Return Associate Checklist. Review Part IV: Steps 3, 4 and 5 activities and dialogue with your Liaison Manager. Proceed to the return area. Perform the complete check-in process following the 5 Step Return Process, using the dialogue reviewed and practiced with your Liaison Manager. Additionally point out damage to customers, if necessary. After you have completed at least 10 check-ins with live customers, your Liaison Manager will provide feedback on your progress. Continue to check-in customers until the end of the activity.</p> <p>At the end of the activity, review the Return Process Checklist and ensure all items have been reviewed and checked off for Part IV, Steps 3, 4 and 5. Your Liaison Manager will provide feedback as needed. Ask questions for clarification.</p>	 Practice with Liaison Manager  Return Associate Learner Guide Refer to Return Associate Checklist Incident Objection Cards Hand-held unit and printer			
Driving The Customer Experience...Through The Return Process Lesson 5: Personalized Presentation	45 mins.		<p>Lesson 5 is an Introduction to Personalized Presentation, including our image, greeting and farewell as well as listening to, owning and resolving customers concerns.</p> <p>There are two ways to view this course:</p> <p>1. Under the ATC RA tab in abgU. Locate : Driving The Customer Experience Lesson 5: Personalized Presentation</p> <p>2. A DVD provided to you by your Liaison Manager</p>	 A computer with sound or Driving The Customer Experience DVD and DVD Player			
Observation of Rental Process at the Rental Counter	2 hours & 15 mins.		<p>To gain a clearer understanding of the rental check-out process with live customers, stand behind the counter at a distance so you can see and clearly hear the Rental Sales Associate (RSA) or Manager. Please ensure you provide ample space to those assisting customers.</p> <p>Observe the RSA or Manager assisting customers and handling various transactions. Listen to how they engage each customer in conversation throughout the entire transaction. Especially pay close attention to the RSA or Manager greeting & building rapport. At the end of each transaction, listen to how they confirm satisfaction and positively send each customer on their way.</p> <p>When there are no customers at the rental counter, ask the RSA or Manager any questions you have regarding the rental process.</p>	 Manager and or Rental Sales Associate  Discussion with Manager and or Rental Sales Associate			
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




RETURN ASSOCIATE

WEEK 1							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Driving The Customer Experience...Through The Return Process Lesson 6: The Return Process Wheel Steps 1-5 	45 mins.	DAY 5	Lesson 6: The Return Process Steps 1-5. In this lesson review the entire 5 Step Return Process that will be followed with each customer. Lesson 6 is available on DVD or can be accessed through abgU. If accessing through abgU, click on the ATC RA tab. Locate: Driving The Customer Experience Lesson 6: The Return Process Steps 1-5. Note: If you completed the Return Process Lessons 1 - 6 on DVD, you are required to report course completion in abgU. Log in to abgU and click on the ATC RA tab. Locate: Acknowledgement for Return Process Lessons 1 - 6 Completed on DVD.	 A computer with sound or Driving The Customer Experience DVD and DVD Player			
Return Associate Reference Manual Part V-Listen. Own. Resolve Part VI-Return Transaction Receipt Part VII-Rental Document and Agreement Part VIII-End of Shift Duties	1 hour & 30 mins.		In your Return Associate Reference Manual, read Part V-Listen. Own. Resolve, Part VI-Return Transaction Receipt, Part VII-Rental Document and Agreement and Part VIII-End of Shift Duties.	 Return Associate Reference Manual			
Return Process Demonstration and Practice	3 hours & 30 mins.		Together with your Liaison Manager review and complete Part V-Listen. Own. and Resolve, Part VI-Return Transaction Receipt, Part VII-Rental Document and Agreement and Part VIII-End of Shift Duties. Go to the return lot. Assist returning customers, performing all steps of the Check-In Process using the correct dialogue.	 Review with Liaison Manager  Return Associate Learner Guide Refer to Return Associate Checklist Incident Objection Cards Hand-held unit and printer			
Return Associate Reference Manual Part IX-Return Associate Study Review Part X-Reports Part XI-Miscellaneous Hand-Held Unit Responses Part XII-Miscellaneous Return Process Activities Part XIII-Automated Software Updates 	1 hour		In your Return Associate Reference Manual, read Parts IX - XIII. Part IX is a Study Review covering Parts II-V of the Reference Manual. Part X reviews Reports you will need to print at the end of each shift. Part XI covers Miscellaneous Hand-Held Unit Responses. Part XII covers Miscellaneous Return Process Activities and Part XIII reviews Automated Software Updates for the hand-held units. Note: At the completion of this Return Associate Reference Manual reading activity, you are required to report course completion. Log in to abgU and click on the ATC RA tab. Locate: Acknowledgement for Completion of Return Associate Reference Manual Reading Parts I - XIII	 Return Associate Reference Manual			
Driving The Customer Experience Through The Return Process: Final Assessment Lessons 1-6	1 hour & 15 mins.		This final assessment will cover all materials introduced through the self-paced Driving the Customer Experience Through The Return Process Lessons 1-6.	 Final Assessment Lessons 1 - 6			
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






RETURN ASSOCIATE

WEEK 2				
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES
Customer Led, Service Driven Training Series: Living Our Commitments & Creating Customer Enthusiasts	3 hours	COMPLETE DURING WEEK 2 BASED ON ATC RA LIVE VIRTUAL CLASS SCHEDULE <		

RETURN ASSOCIATE

WEEK 2							
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES			
Return Process - On The Job	7 hours & 45 mins.	DAY 8	Perform all the steps of the check-In process with customers. Your Liaison will provide feedback to you on progress and meeting job expectations.	 On the job			
End of the day check in	15 mins.		Review key items learned during training yesterday and today. Ask questions. Your Liaison Manager is to ensure you understand the expectations of your job and that your questions have been answered.	 Discussion with Liaison Manager			
Return Process Review and Video Examples	1 hour	DAY 9	This self-paced course reviews the return process and shows several different examples of situations that may occur during the check-in process. This will prepare you for real-life situations that you will experience. To complete the course, access abgU. Click on the ATC RA tab. Locate: Return Process Review and Video Examples.	 Computer access to abgU			
Return Process - On The Job	6 hours & 30 mins.		Per assigned schedule from your manager.	 On the job			
Customer Led, Service Driven Training Series: Owning It! Fundamentals Note: The Living Our Commitments & Creating Customer Enthusiasts must be completed before attending this live virtual class.	2 hours	COMPLETE DURING WEEK 2 OR WEEK 3 BASED ON ATC RA LIVE VIRTUAL CLASS SCHEDULE	NOTE: COMPLETE THIS CLASS EITHER DURING WEEKS 2 OR 3. CLASS DATES AND TIMES CAN BE OBTAINED FROM YOUR LIAISON MANAGER. ADJUST <u>ON THE JOB</u> TIMES LISTED TO ACCOMMODATE THIS CLASS. This module will focus on the foundation of service recovery. Service Recovery is one of the most important strategies in creating and maintaining Customer Enthusiasts. This module will aid all associates and leaders to better understand the customer's perspective and be more comfortable, confident and creative when listening, owning and resolving customer concerns.. This live virtual training can be completed during week 2 any time after attending the Living Our Commitments & Creating Customer Enthusiast or it can be taken during week 3. The designated date and time to attend this training will be provided to you by your Liaison Manager. Information on how to access the course will also be provided. Please check with your Manager for details.	 Live Virtual Training Class ATC RA Live Virtual Class Schedule (for class dates and times) Web Link will be provided Computer with internet Telephone Download Owning It! Fundamentals Participant Workbook the Learning & Development e-mail			
 = Hands on On the Job Training and Checklist	 = Live Virtual Training Class	 = Face to Face Meeting or Discussion	 = Self-paced Computer Training	 = Observations	 = Assessment	 = Reading	 = DVD

RETURN ASSOCIATE

WEEK 3				
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES
Owning It! Putting It Into Practice Note: The Owning It! Fundamentals virtual live class must be completed before attending this live virtual class.	2 hours	COMPLETE DURING WEEK 3 OR WEEK 4 BASED ON ATC RA LIVE VIRTUAL CLASS SCHEDULE	NOTE: COMPLETE THIS CLASS DURING WEEK 3 OR WEEK 4. CLASS DATES AND TIMES CAN BE OBTAINED FROM YOUR LIAISON MANAGER. This is a follow-up course to Owning It! Fundamentals. This course is all about effectively practicing the Listen.Own.Resolve. formula to achieve customer service excellence. You will need your Owning It! Fundamentals participant workbook for the practice sessions. If available, this live virtual training can be completed during week 3 or week 4 based on the virtual training calendar only after completing The Owning It! Fundamentals live virtual class.	 Live Virtual Training Class ATC RA Live Virtual Class Schedule (for class dates and times) Web Link will be provided Computer with internet Telephone Download Owning It! Putting It Into Practice Participant Workbook from the Learning & Development e-mail
OVERDRIVE				
TASK	LENGTH	DAY	COURSE OVERVIEW	DELIVERY METHOD & SUPPLIES
Customer Recovery Practice Session Note: The Owning It! Putting It Into Practice live virtual class must be completed before this activity.	1 hour	COMPLETE WITHIN YOUR FIRST MONTH	NOTE: THIS ACTIVITY IS TO BE COMPLETED WITHIN YOUR FIRST MONTH. After completing the Owning It! Fundamentals live virtual class, speak with your Liaison Manager and set aside within first month to practice customer recovery. At the agreed date and time, meet with your Liaison Manager. You will need your Learner Guide. Turn to the Customer Resolution Tool Kit section, review the Tool Kit briefly with your Liaison Manager and ask questions. Practice several recovery situations. Go through each scenario and respond to each situation. Your Manager will provide feedback. Ask questions for clarification.	 Discussion with Liaison Manager  Return Associate Learner Guide Refer to your Customer Resolution Toolkit
NOTES:				
 = Hands on On the Job Training and Checklist  = Live Virtual Training Class  = Face to Face Meeting or Discussion  = Self-paced Computer Training  = Observations  = Assessment  = Reading  = DVD				