



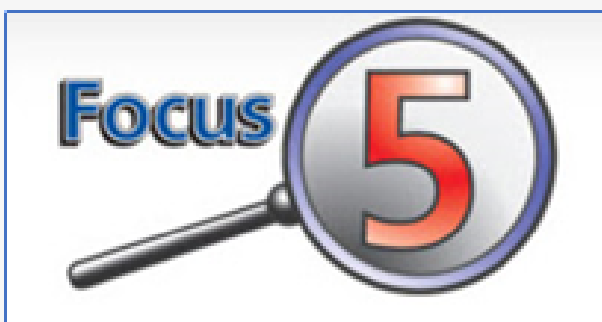
# Virtual Instructor-Led Training

AAA Auto Club Group has a dedicated training team devoted to providing you training that will keep you safe and successful while providing roadside assistance.

Below are some of the instructor led classes that are offered to our partners.



Learn the Super 7 (on-the-phone) technique to improve your customer service and increase your personal scorecard.



Learn this on-scene customer service technique that can help improve your customer service and increase your personal scorecard.





## Communication Strengtheners

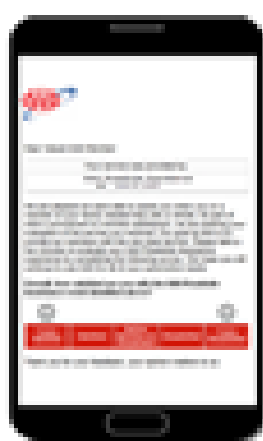
Learn the importance of tone of voice and how the words you choose to use can strengthen your communication skills.



## Handling Challenging Situations Tips

In this virtual training class, you will learn helpful tips on staying calm, active listening, stalling to think, diagnosing a situation, and resolving a situation.

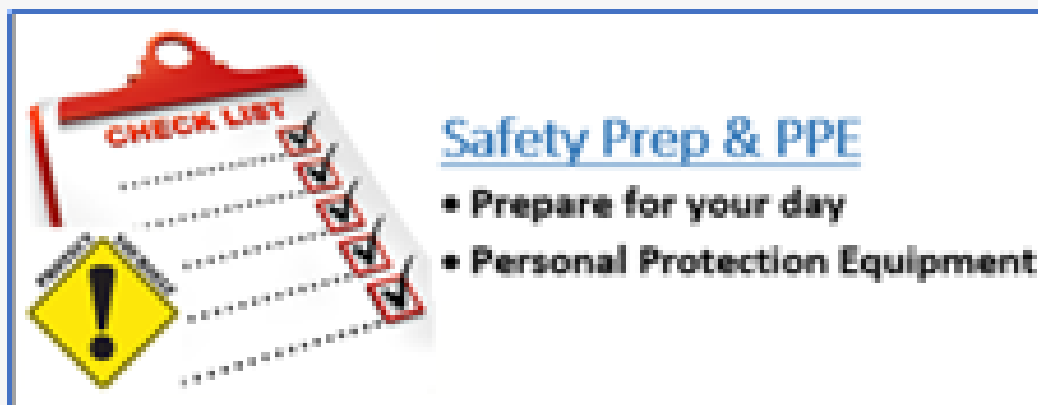
All of these techniques will help you to create a totally satisfied member.



## The Medallia Survey

Learn about customer service expectations and how customer service scores are measured.

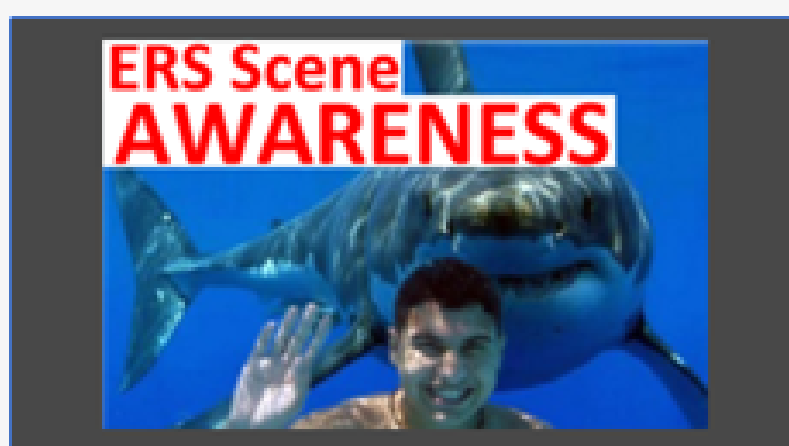
You will also practice ways to encourage AAA Members to complete the survey.



Learn what it means to be mentally and physically prepared to stay safe throughout your day.



Learn ways to set up the ERS scene to help protect you and the AAA Member.



Learn best practices to keep you situationally aware while providing service on the roadside.



**SMITH**  
SYSTEM.  
Drive Different. Save Lives.

In addition to saving lives - Smith System Driver Training is proven to reduce accidents, save business expenses and reduce stress for professional drivers.

This class is exclusive to AAA Preferred Service Providers (PSP) and AAA Fleet Employees.



On-the-Go Techniques (Session A)

- On-the-Go Overview
- Hybrid
- No Start
- Jump Start

Learn roadside problem solving techniques related to Hybrid, No Start and Jump Start situations.



On-the-Go Techniques (Session B)

- Tire Service
- Fuel Service
- Damage Claim Avoidance

Learn roadside problem solving techniques related to Tire Service, Fuel Service and tips on how to avoid damage claims.