



Day & Nite Training Program For New Technicians

The purpose is to train new technicians the DNAS way. Each helper needs to be ready to run basic parts calls and PM's after six months of training. Each new technician must pass the CFESA Refrigeration certification test within the six-month training period.

Each new technician will be paired with an experienced technician for one month before being teamed with different senior technicians or placed in PM teams for further experience. Each new technician must possess the following:

- Must possess a valid driver's license
- Must have basic hand tools
- Must be able to pass the CFESA Refrigeration within 6 months of start date
- Will be responsible for meeting the technician onsite everyday
- Will need to be punctual everyday
- Will need to be able to lift 50-70 lbs.
- Ability to follow instructions from the technicians
- Complete fire watch and burn before hire date

Each experienced technician that takes on a helper must be actively following the DNAS SOP's for field repairs. They must teach the new technician skills from tagging PCS's, PM's to changing parts to properly diagnosing complex pieces of equipment including dishwashers. The technician will also teach the new technician time reviews, on-site safety protocol's and how to properly fill out the work orders.

MONTH # 1

Ride with a Sr. tech to acclimate to our way of doing things

- Show him how we check in & out with the office by phone for parts orders when breakdowns are needed, service calls and basic daily process SOP's
- How we use the tablet for checking in & out of service calls
- How to properly enter times for payroll
- How to use the notes portion in the calls
- Rules about getting all the part numbers to parts in a timely fashion
- How to access and utilize Google drive to provide part number
- Best practices with vehicle
 - Keep truck clean
 - Parking tickets and safe driving practices

Acquire a tool list from the tech

Have the tech assist svc calls & p.m.'s alongside an experienced technician

Check the skills that he learned in the shop, hands-on using the test kitchen.

MONTH #2

- Check the skills that he learned in the shop, practical application by working with senior technicians
- Start studying the Refrigeration CFESA book
- Begin accumulating necessary tools
- Be able to work with PM teams getting integrated and acclimated to working independently
- Begin evaluations through direct supervision of FSS and FSM

END OF MONTH #3

- End of month Five new technician should be able to competently fill out work tickets, order parts from PM inspections and be capable of performing basic field wiring
- Will be able to complete tagging pre-contracts in line with the SOP's

MONTH #4

- Evaluate the helper and see if they are ready to be moved into a Jr. Technician position
- Supervisor input each month (documented) and a final practical application test in the office
- Ensure all necessary tools have been acquired
- If the helper is ready to move up, a truck will be requested, if not, remedial action will be needed, re-assess the helper and move to another technician for a maximum of three more months.
- Enroll into Factory training programs and online courses.
- Jr. Tech can start doing PM's and small part jobs on their own