



## New Hire Technician Training

Welcome to DISH and congratulations on your new role as a DISH Tech. This document contains important information that you will need to know for your first four weeks at DISH. Please ensure you read the entire document so you are prepared and have a successful start to your career with DISH!

### General -

- Upon receipt of your travel itinerary, please review all details for accuracy and contact your Recruiting Coordinator **immediately** regarding any questions or concerns.
- Retain a printed copy of this cover letter and your itinerary. Please bring it with you for quick reference while traveling.
- In order to ensure your travel and expenses are paid or reimbursed, travelers must adhere to the itinerary you receive. All changes must be facilitated by an authorized agent of Dish Travel.
- Travelers are financially responsible for any unauthorized changes, additions, or cancellations to your travel.

### DISH TRAVEL:

- **During Business Hours (8:00-5:00 Mountain Time): 303-723-4000 or 800-937-0097**
- **For Emergency Travel Items Only: (After hours): 800-823-1388 or COLLECT: 303-876-4190**  
*Calls to Emergency Line should only be used outside of the business hours stated above.*  
*Travel Emergency examples include: You are stranded without hotel and/or transportation, you are going to miss your scheduled flight, or you are involved in an accident while traveling.*

### Travelers with Flights -

- Travelers should plan to arrive at the airport **at least two (2) hours** prior to your ticketed departure time. You should be to your gate at least thirty (30) minutes prior to the scheduled boarding time.
- All changes or modifications to ticketed flights **MUST** be made by an authorized agent of DISH Travel. Travelers will incur the cost of any unauthorized change made on your own without authorization, as this may result in the cancellation of your return flight.
- In the event you experience any issues that may cause you to arrive late or miss your flight, call DISH Travel before the scheduled departure time so your ticket can be properly handled by the Travel Department.
- Typical baggage fees range from \$20-\$30. Please be prepared to pay baggage fees upfront at check-in, and save your receipt for future reimbursement. Dish will reimburse the traveler for (1) checked bag.
- Only Economy or Long Term Parking Lot fees are eligible for expense reimbursement with receipt.

### Transportation -

- Carpoolers should meet at the designated car rental facility. It is recommended that the assigned driver contact the members of his/her pool to coordinate accordingly.
- If your carpool departs prior to your arrival due to a flight delay, call DISH Travel for alternate travel arrangements. In many cases, we can arrange for someone from the local office to pick you up. As a last resort, DISH Travel may determine that you will need to utilize a shuttle or taxi service. Travelers will need to pay for the taxi or shuttle service and you must submit the expense receipt for reimbursement.
- All rental car reservations include a non-smoking policy. Travelers are responsible for any charges incurred in violation of that policy. Only Dish employees are permitted in the rental cars.
- Closely examine and note any damage to a rental vehicle prior to departing the rental facility to avoid fees assessed for damages.
- DISH will not reimburse any charges for refueling services at the rental car company, rental car insurance, or GPS/Navigation devices. Travelers are to decline any insurance offered and return vehicles to the rental car company with a full tank of gas. You will be reimbursed for self refueling, but please keep all receipts.

### Hotel Stay -

- Hotel accommodations are pre-paid by the company according to your established travel itinerary. Additional unauthorized hotel nights or additional charges to the room will not be reimbursed by the company.
- You will be required to provide the hotel security deposit by cash, credit, or debit card (max \$100).
- Hotel reservations are placed for non-smoking rooms and, in most cases, you will be assigned a roommate. No other guests or pets are allowed in the room. Any charges assessed by the hotel for violation of non-smoking policies will be the responsibility of the travelers.

## **Food –**

- The training center will cater meals in which several options will be provided for lunch and dinner. Please be sure to grab breakfast at the hotel before you arrive at the training center each day, as breakfast will not be provided at the training center.

## **TRAINING LOCATION AND SCHEDULE**

Your training will take place over a four week period and will be a combination of classroom training held at the Training Center and DishCoach Training (on-the-job training) at your local IHS office. You will be invited to report to your local office prior to the start of training to complete the pre-hire paperwork. Your specific DishCoach Training schedule will be communicated to you by your manager prior to your first week of class. The date and time will be determined based on your location and will be communicated to you by the Recruiting Coordinator. The schedule for the entire training is as follows:

Week 1 and 3 – Classroom Training (Monday, 11:00 AM start time, Tuesday – Friday, 7:30 AM start time)

Week 2 and 4 – DishCoach Training at your local office (four 10 hour days as assigned)

Classroom training will be held at the **Dartmouth (Englewood)** Training Center located at:

**1925 W. Dartmouth Ave. Englewood, CO 80110**

Contact information for your Training Center is listed below. Please call **Nick Pelensky**, if you have any questions or concerns about your training or if you have any difficulties upon arrival to **Dartmouth**.

**Primary Contact: Nick Pelensky - Training Center Ambassador – (720)514-7035**

**Contact: Dan Eldridge – Manager of Training - (303)209-7899 or (720)651-0803**

## **What to Bring**

- ☐ Bring this document with you to your local office when you go to complete your paperwork and also bring it with you to the Training Center on your first day.
- ☐ You will be given a uniform and the required Personal Protective Equipment (PPE) on your first day of training, as you will be doing hands-on activities throughout your training experience.
- ☐ Extra luggage room to carry your uniform and PPE home for Week 2 and Week 4 of training. (ie. duffle bag **36" x 30"x20"**) You'll need space to accommodate:
  - Core Uniform: Hat, Bump Cap Insert, Belt, 4 Shirts, 4 Pants/Shorts, Rain Jacket
  - PPE: Hard Hat, Protective Eyewear, Gloves
- ☐ **Proper work boots are mandatory at all times during training.** Please ensure that you have an approved pair of work boots and bring them with you to training. For specifications on boots, see the boot requirements listed below or contact your local manager prior to training.
- ☐ Casual clothing to change into after hours if you are staying overnight. Bring your coat and cold weather gear.
- ☐ A valid credit/debit card or enough cash for emergency situations.
- ☐ Medical insurance cards in case of emergency.
- ☐ Personal identification documents (driver's license and/or passport)



1. Boots must be leather, substantially constructed and extend completely above the ankle. Additionally, the required boot color is black.

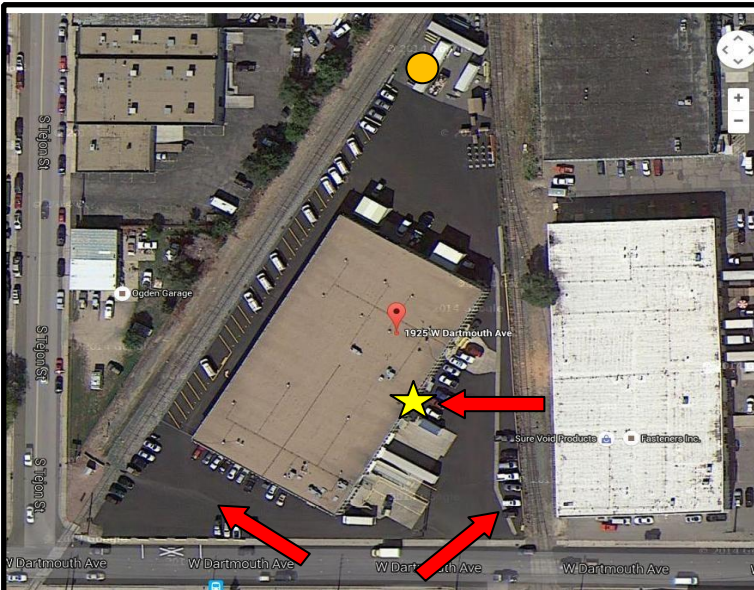
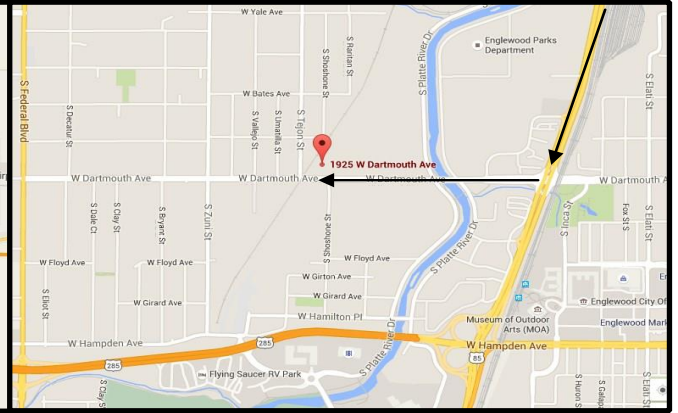
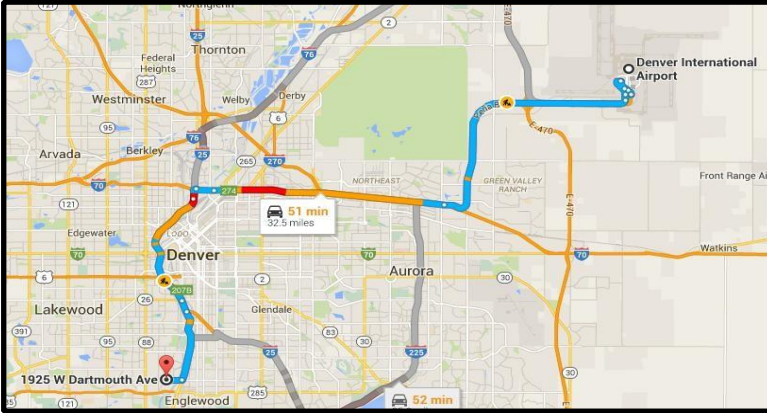
2. Defined heels, at least 3/4" in height. Steel-toed boots are NOT required. For safety reasons athletic shoes, cowboy boots, and dress shoes are not suitable footwear for technicians.



**dish**

**Dartmouth (Englewood) TRAINING CENTER**

1925 W. Dartmouth Ave.  
Englewood CO 80110



Training Center Entrance (second door to the right)



Parking areas (please don't park in yellow striped areas)



Smoking Area