



Virginia Tire & Auto

Fall 2019 Internship Overview



About The Program

Virginia Tire & Auto's six-week internship program is centered on learning about the entire auto repair business, from inspecting and repairing vehicles, to customer relationships, ordering parts and managing workflow. You will have a chance to hone your automotive skills, as well as gain new ones, while working on a wide range of vehicles with our experienced general service staff. You will also spend time in our service department and on our sales counter gaining valuable experience working directly with customers. Our hope is that upon completion of the internship program, you will have a complete understanding of how the auto repair industry works and the different career opportunities it has to offer.

We are honored to be an educational partner with our local schools and are excited to be launching our eighth internship session in September 2019. If you are interested in applying to the Virginia Tire & Auto Internship Program, please be aware of the following:

- Interns will work 5-15 hours per week
- Inclusion in the program is contingent on passing a drug test
- It is strongly encouraged that the intern has a valid driver's license (required for full/part time Virginia Tire & Auto employment)
- Interns are not permitted to drive customer's vehicles
- All interns must wear proper safety equipment: black slip resistant shoes and the provided safety glasses
- This is a paid internship and many of our interns are offered and go on to accept regular part time positions after successfully completing the internship program.

Orientation - Sat. Oct 12th 9am-1pm, 3201 Jermantown Rd. Fairfax VA 22030 Suite 320

Cassidy Pierson, Training Coordinator, will welcome the interns to the internship program. He will review the programs goals, requirements and schedule. The group will discuss expectations on both sides of this new relationship. Cassidy and Ariana Barbabosa, HR/Payroll Administrator, will also cover the following:

- Virginia Tire & Auto's culture of excellence
- Virginia Tire & Auto's core values: Professional, Genuine, Attentive and Forward Thinking
- Assist the interns with completion of all required paperwork
- Tire Industry Association (TIA) Training with the Learning and Development Team.
- Answer any questions from the interns

Week One – Oct. 14th

During the intern's first week, the store manager will introduce him/her to the entire store team and give them a tour of the facility. The manager will review and discuss the following:

- Clock- in procedure and appearance standards
- Intern's schedule for the next few weeks
- Training plan
- Expectations
 - What the store manager expects and requires of the intern
 - What the intern can expect from the store manager and the internship experience

Week Two – Oct. 21st

Throughout this week the intern will focus on working in the general service (GS) department. Interns will see a wide range of vehicles on a daily basis while performing: oil changes, tire patches, tire installations, battery installations, visual brake inspections, 25 point vehicle condition checks and more.



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Week Three – Oct. 28th

During this week, the intern will continue to work in GS. Now is the time to put what they have learned into practice while being supported and developed by our general service professionals.

Week Four – Nov. 4th

The service manager will review his role in the process and discuss: work flow management, parts ordering, inventory management, writing service and labor times. Our new intern will observe and take part in this process as much as he/she is willing and able.

Week Five – Nov. 11th

This week the focus will shift from ordering the parts to installing them in our technician department. The intern will get the opportunity to shadow one of our technicians for a shift and assist where appropriate.

Week Six – Nov 18th

This last week will take the intern to the front sales counter where they will get to see how all the work in the back begins with attentive and genuine customer interaction up front. The intern will work on the sales counter and take part in our sales process. They will observe the sales team and those interns who are comfortable doing so, will work with customers.

Graduation Thursday Nov. 21st at 5pm

Our Internship will conclude with a Graduation ceremony to honor our interns. Families, school faculty, and store personnel are all encouraged to take part in celebrating our graduates. Food and drinks will be served, and fun will be had! See you there!