



A MONTHLY MSAT NEWSLETTER FOR UTI STUDENTS AND STAFF

ITEP: WELL WORTH THE SACRIFICE

Vicente Cervantes has been an International Technician for four years. Blake Runnels has been an International Technician for four weeks. Although their years of service differ, both are graduates of UTI's International Technician Education Program (ITEP) and bring equal levels of passion, dedication and a commitment to doing the best job they can for their dealerships.

Vicente is a Service Technician for Westrux International in Montebello, California, just east of Los Angeles. He had been around cars his whole life since his Dad owned his own automotive shop, but got turned on to trucks during his UTI education.

"I chose ITEP because there is good stability for working on trucks," said Vicente. "Every business, every city and every product needs a truck at some point, and they are not going away. They are just getting cleaner."

Vicente received his UTI training in Phoenix and attended the ITEP advanced training program in Glendale Heights, Illinois. At the time, his wife was pregnant with their first child and relocating from Los Angeles for school was not what he had planned for. But, Vicente set his mind to do it and never looked back.

"Leaving my family and friends behind was difficult, but you can't let your friends hold you back," said Vicente. "The big difference between me and my friends from high school is that they are all stuck at ordinary jobs. They all have big dreams, but won't do what it takes to get there and finish the task. I even had friends who were supposed to go to UTI with me but changed their minds. I was the one with a baby on the way and made the decision to just do it. Now, they're at dead-end jobs and I'm making good money, providing well for my family and have toys that keep me happy. I've learned that you have to sacrifice to gain."

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*Vicente Cervantes // ITEP Graduate
Service Technician // Westrux International*

Vicente success has provided him to opportunity to splurge on toys such as a \$50,000 big-lifted truck and \$30,000 in quad bikes. He is also able to afford the Southern California lifestyle and his family has grown to include a second child.

"Advanced training puts you steps ahead of other technicians," said Vicente. "It really elevates your status and gives your career a boost."

Blake is a brand new Service Technician for Sun State International Trucks in Sarasota,

PLAYER PROFILE

Florida. Although he's only been on the job for one month, he's already overhauled his first engine.

"It felt like ITEP prepared me well for that," said Blake. "It was pretty cool to do this type of work in my first weeks on the job."

Vicente also remembers his first engine overhaul as the coolest repair he's ever done too.

"It was the scariest thing I'd ever done - taking apart an entire engine," he said. "But it was also the best I've ever felt after all that time at school. To know that I did the job right and the truck never came back was incredible. When the engine started, I've never been so happy."

Brent Wiggers is Blake's Service Manager at Sun State. He credits ITEP with providing Blake with the right skills and technical knowledge to get the job done, but also believes a passion for this work has to be in your innate nature."

When I look at Blake, even though he's young and new on the job, he has no bad habits and is just so motivated. I'm astounded by how hard he works. Blake is exactly the right kind of technician that ITEP produces."

New or experienced. Young or old. As long as at ITEP is part of the plan, both types of technicians are at their best. ●



Advanced Training Offered by UTI's
CUSTOM TRAINING GROUP



INTERNATIONAL

IN HIS FATHER'S FOOTSTEPS

Service Manager Carries on Tradition of Service to International Trucks

As a fellow mechanic, Jeff Binder loved to visit his Father's office. His Dad's office was at the Service Department at Westrux International in Montebello, California – just east of Los Angeles. Jeff would visit a couple times a week and the two would spend hours talking about the challenges in figuring out problems on trucks. Little did he know then that this same office would someday be his.

"I really wanted to have a shop like he had at Montebello," said Jeff. "I've always felt like I belonged here," said Jeff who began his automotive career as an apprentice mechanic in 1975 and today is the Service Manager at Westrux International. "It was always such a great shop when my Dad had it, and now I'm trying to follow in his footsteps and create that same environment. It's such a privilege to do what I do."

With five full-service locations throughout Southern California and approximately 100 technicians on staff, Westrux is a privately-owned corporation servicing a full-line of International trucks and buses.

There were still areas for improvement when Jeff came on board. But more than anything, he wanted to reclaim some of that magic from his Father's days spent here.

"I wanted to become the shop of choice – that was my first goal - and we have," said Jeff. "People are driving from far away to come to our location. We see most of the problem

trucks here because people know we can get the job done right the first time. We're getting things done thanks to the ITEP program."

Jeff has hired one-third of his technicians from ITEP and many are in management positions today. He believes a good technician possesses a combination of mechanical skills and natural ability, and that ITEP graduates have the right mixture to be successful.

"When I look for a quality entry-level technician, I prefer UTI," said Jeff. "ITEP technicians are the best diagnostic techs that I have. Even though they have less years of experience than some of the techs who have been with me for 25 years, they are much more up-to-date on electronics, new engines, and on-going training. ITEP graduates come to work with a school mentality. They absorb things better than technicians without formal training. They are also personable and can express themselves better."

Jeff believes it's a win-win for both the student and employer when advanced training is part of their education.

"The biggest advantage for a technician is more money. The biggest advantage for the employer is training," he said.

"Coming to work here because it brings back a lot of good memories," added Jeff.

Sounds like the magic has returned! ●

MANUFACTURER SPECIFIC ADVANCED TRAINING PROGRAMS

AUTOMOTIVE

AUDI ACADEMY TECHNICIAN PROGRAM

Avondale, Arizona | Exton, Pennsylvania

BMW STEP

(SERVICE TECHNICIAN EDUCATION PROGRAM)

Avondale, Arizona | Rancho Cucamonga, California
Orlando, Florida | Woodcliff Lake, New Jersey

MERCEDES-BENZ ELITE

Rancho Cucamonga, California

Orlando, Florida | Norwood, Massachusetts
Houston, Texas

MERCEDES-BENZ ELITE CRT

Houston, Texas

MINI COOPER STEP

Orlando, Florida

PTAP

(PORSCHE TECHNOLOGY APPRENTICE PROGRAM)

Atlanta, Georgia

VOLKSWAGEN ACADEMY TECHNICIAN RECRUITMENT PROGRAM

(VATRP)

Rancho Cucamonga, California
Exton, Pennsylvania

VOLVO SAFE

(SERVICE AUTOMOTIVE FACTORY EDUCATION)

Avondale, Arizona

DIESEL

INTERNATIONAL® TECHNICIAN EDUCATION PROGRAM

(ITEP)

Sacramento, California | Glendale Heights, Illinois
Exton, Pennsylvania

GOT GAME?

If you're interested in being accepted into an MSAT program, then remember GAME – the four key areas for students to focus on:

- GRADES OR GRADE POINT AVERAGE
- ATTENDANCE
- MOTOR VEHICLE RECORD
- EXAM

In addition to good GAME scores, dealers want to hire graduates who are willing to commit to employment, have a positive attitude, some industry/related experience, and a strong work ethic. Remember, only students who "Got GAME" get to play. By following the GAME play-book, you can be on the fast-track to success.

FOR MORE INFO: www.utimsat.com

If you are interested in learning more about manufacturer specific advanced training programs, please visit our website at www.utimsat.com and see your Advanced Training Representative in the Employment Services Department at your campus.

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