



GAME TIME

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A MONTHLY MSAT NEWSLETTER FOR UTI STUDENTS AND STAFF

VOLKSWAGEN ACADEMY GRADUATE ENJOYS FULL LIFE

Joe Waller's life has come full circle in the four and a half years he's worked at Rey Reece Volkswagen in Portland, Oregon. When he first came on board as a UTI and VATRP graduate (Volkswagen Academy Technician Apprentice Program), he was looking for a dealership that could bring him back home. What he found at Rey Reece Volkswagen was much more – a dealership that puts family first and supported him wholeheartedly as he and his wife expanded their family during two lengthy adoptions from Russia.

"My first inclination was to apply for the Volkswagen Academy because I knew there were four or five quality dealers in my hometown versus other automobile brands that only had one or two locations in the area," he said. "With Volkswagen, there were so many more choices and that was important to me. Also, I've always liked the brand, knew it was a reliable car and fun to work on."

Upon graduation, Joe pursued Rey Reece himself, and as he likes to say, "Made his own plan." He's been doing that since high school when he enlisted in the Navy for four years, moved to the Los Angeles area, got married and selected UTI's Rancho Cucamonga, CA, campus for his automotive training when his career needed a jump start.

He hasn't looked back since. "If you have the right attitude, you can be way more successful," Joe said.

Recently, Joe was a top qualifier in an internal competition called the Volkswagen Service Qualification Championship. He successfully

answered 60 questions proving he was in the top tier of technicians nationally, and was awarded an all-expenses paid trip to Las Vegas with luxury accommodations at the Bellagio Hotel & Casino.

"My Academy training has been a huge advantage for me," he said. "I came into the dealership as an electrical specialist. It would

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Joe Waller // Lead Technician
Rey Reece Volkswagen in Portland, Oregon

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Frank Cruz, Service Manager at Rey Reece, said Joe came to the dealership highly recommended.

PLAYER PROFILE

"Joe was the first hire we made from the Volkswagen Academy and he's worked out tremendously well. He came into the dealership with high base line knowledge and possessed a level of maturity and responsibility similar to our older technicians. We promoted him to a lead technician in a short amount of time, so he now has a team of technicians he supervises. We really got a quick return on our investment from Joe," Frank said.

When Joe took some lengthy breaks from the shop to adopt two children from Russia, the team at Rey Reece was behind him 100%. His first trip overseas was one and a half months and his second trip, only two weeks later, was another month. He and his wife came home with a boy and a girl who are now 4 and 18 months respectively.

"There was never any backlash for the time I needed to pursue these adoptions. Everyone at the shop was always very encouraging and supportive. With such a small dealership, it's like a family and they treat you like that," said Joe.

As Joe reflects on his journey to family man, team lead and near Master Status, he believes one principle has carried him through.

"Stick with school, no matter how tough it is. It's only a few months out of your life. If it's what you truly love to do, it will make you happy." ●



Advanced Training Offered by UTI's
CUSTOM TRAINING GROUP



PORSCHÉ

PORSCHÉ DEALERSHIPS SEE INVESTMENTS IN PTAP GRADUATES

Every day at Pioneer Centres Porsche in San Diego, California, a group of ten technicians are hard at work diagnosing and repairing Porsche vehicles for impassioned customers. Eight of those technicians are graduates of UTI's Porsche Technology Apprenticeship Program (PTAP) and important contributors to the dealerships bottom line.

Les Lisenbee, Service Manager at Pioneer Centres views this group of PTAP graduates as real investments, today and in the future.

"I've been a strong supporter of PTAP because our dealership has done really well hiring from the program. Our average PTAP technician has been with us for three years. After six months, each of them is working with a high efficiency rate that they are helping the dealership make money. If you look at these young graduates as investments, PTAP is the best place to put your money," Les said.

"PTAP technicians come out of the program with so much experience and are able to move through their repairs. When you combine production and efficiency, it brings dollars to the dealership"

Brian Lewey // Service Director
Rusnak Porsche

Les himself started out as a Porsche technician 20 years ago. His top producing technician is a former PTAP graduate who was recently promoted to shop foreman. He believes that he will have his job someday.

"I know I can't go hire a Porsche technician from the street, so when I turn to PTAP, I definitely look at these new hires as a future investment," said Les. "When I see a new PTAP

hire go from an hourly rate to a flat rate in three months, it tells me the investment is working. It helps that each of our technicians' likes the product they're working on and they take pride in what they're working on," he added. "If you have a good attitude and mechanical and natural abilities, this is a great career and it works out very well for both the employee and the dealership."

A little north in Pasadena, California, is Rusnak Porsche, a large family-owned dealership that has been in the area for over 40 years. With a strong reputation for ethics and customer service, they are number one in the country for used and new car Porsche sales. Brian Lewey is the Service Director there and an 18-year veteran of Porsche. He currently has 14 technicians in his busy service department with 5 of them coming from the PTAP program. He also sees the return on investment that these PTAP technicians bring to the table.

"PTAP technicians come out of the program with so much experience and are able to move through their repairs. When you combine production and efficiency, it brings dollars to the dealership," said Brian.

One example that Brian cites relates to two technicians currently on staff. "I have working for me right now the two best technicians I have ever seen in my 18 years in the industry. They are both from the PTAP program. They were hired at 19, and by the time they were 21, they were both making over \$100,000 a year. They hit the ground running, not only for themselves, but for the dealership too."

Les and Brian both believe it's a great time to be a Porsche technician with the new Panamera coming out and the Porsche Integrated Workshop Information System (PIWIS) – the new generation of diagnostic tests - hitting shops soon too.

"Learn a specific car line and you will have endless opportunities," said Brian. ●

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

MINI STEP

(SERVICE TECHNICIAN EDUCATION PROGRAM)

Orlando, Florida

PTAP

(PORSCHÉ TECHNOLOGY APPRENTICESHIP 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.

GAME Time is a publication for the students and staff of Universal Technical Institute, Inc. If you have a news item, question or comment, please contact us:

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