



PREVOST.
THE ULTIMATE EXPERIENCE

UMA / PrevoSt Mechanic Training

April 23, 2021

Agenda



9:00 AM Welcome and introductions agenda and goals for the session

9:15 AM Virtual tour of Prevost Winter Garden and Q&A

10:00 AM Driver tech relationship Managing the breakdown

10:30 AM Key information resources

11:00 AM Coach specifics Component locations

11:45 AM closing remarks , Q & A and round table

12:00 wrap up.

Driver Technician Relationships

- How is this managed at your company
- Defect reports details
- Meetings?



Managing Unexpected Service Request



What happens when something goes wrong & the phone rings



What is the preferred method of communication

Managing Unexpected Service Request

- Who takes the lead in what area
- Consideration for passengers, safety and the operator
- Many company prefer to manage things differently

 **Have a program in place**

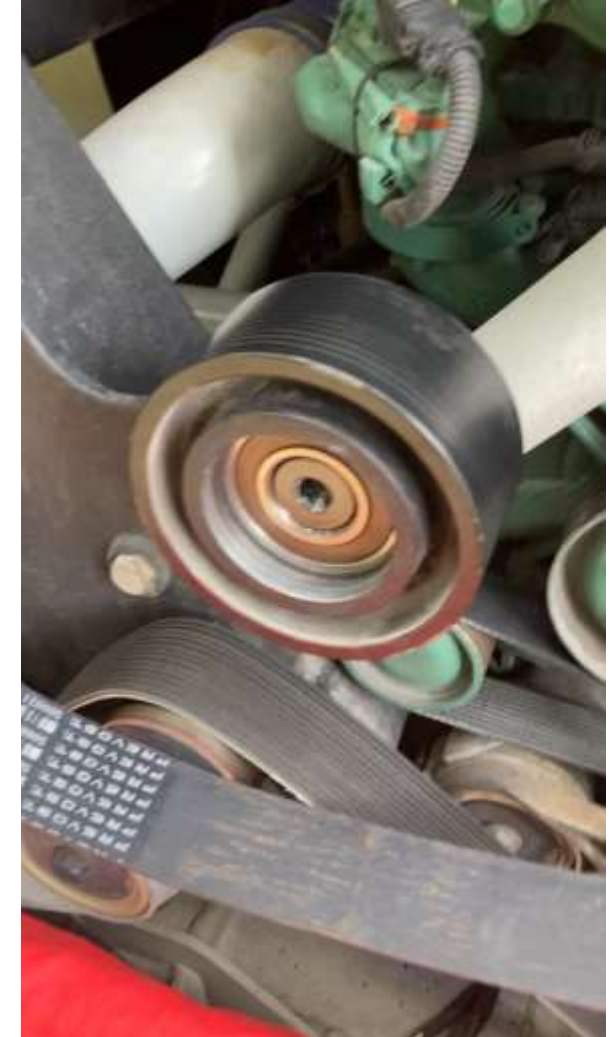
Information Resources



Coach Components



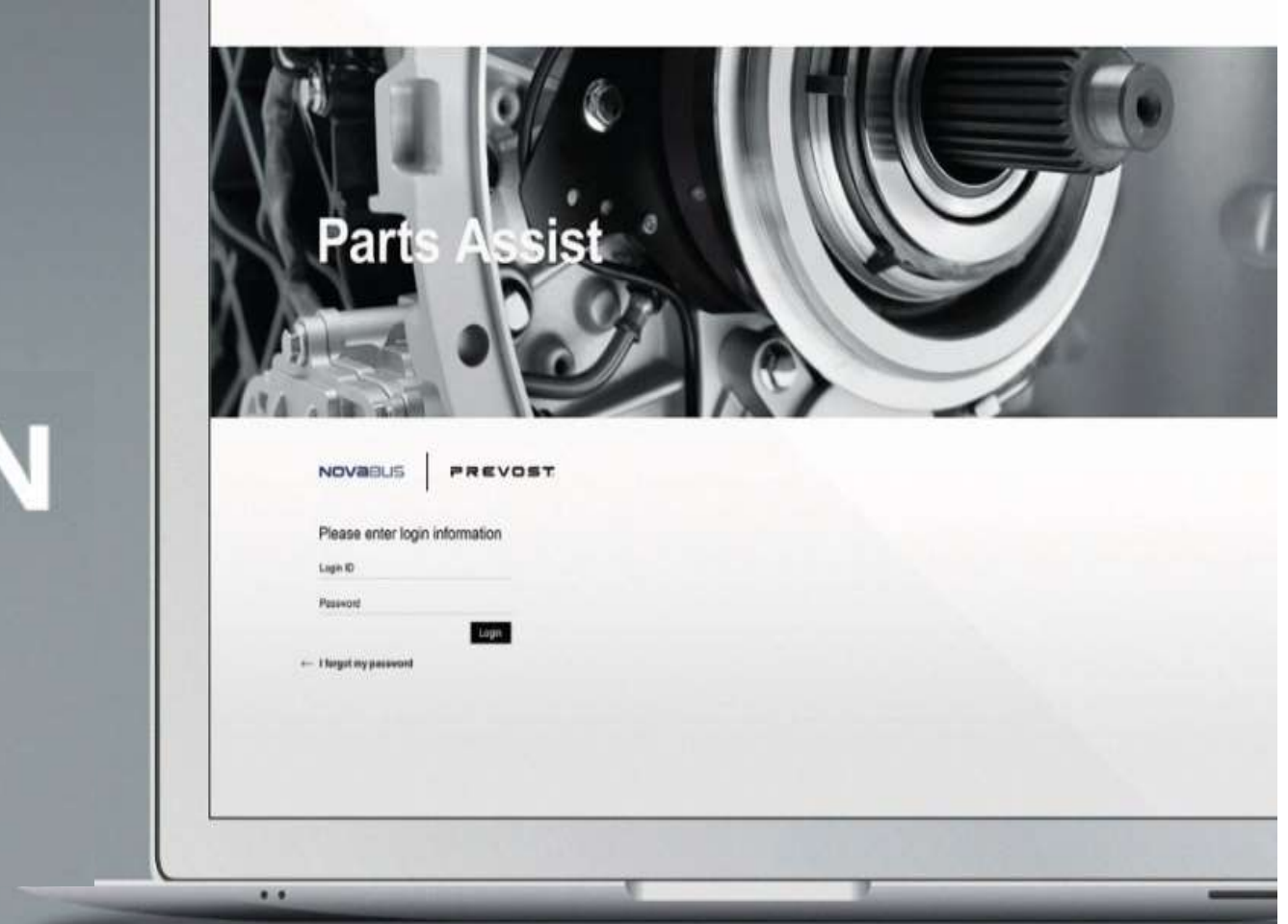
What you cannot hear with the engine running!



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Roundtable Discussion



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EXPERIENCE**



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