

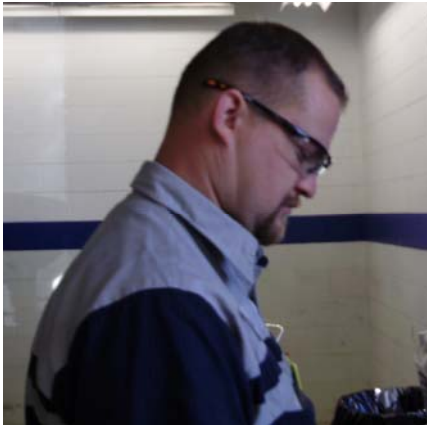
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Suburban Volvo

Volvo SAFE News

Suburban Volvo of Troy, Michigan hired their first Volvo SAFE technician in 2001. At that time, finding a qualified Volvo technician candidate was nearly impossible. The concept of hiring an experienced technician from another brand far exceeded the cost of hiring a Volvo SAFE factory trained technician.

According to David Smyth, Suburban Volvo of Troy's Service Manager, they continue to hire SAFE technicians because "they are typically young and eager to learn, they have the knowledge that Volvo requires, and they are less likely to have picked up bad habits that need to be broken. Most of these [SAFE] guys come in with student loans and credit cards that they need to pay for, which means that they are willing to do what it takes to make hours. The Volvo SAFE technicians in the shop are the



David Ehlert, Volvo AZ 4/27/07 grad

most productive of the Suburban Volvo of Troy team."

David currently employs 5 SAFE technicians; 2 of which are ASE Master's and 1 is just a test away from meeting that qualification.

David states that he was able to fine-tune his mentorship program to make it more effective and get help to his SAFE technicians when needed. All of Suburban Volvo of Troy's technicians are responsible for quality control of the vehicles they service whereby every vehicle is road tested before



it leaves the shop. In David's experience, his SAFE technicians have the same comeback rate as the more experienced technicians.

The advice that Suburban Volvo of Troy has for retailers that haven't used the SAFE program in the past is; "if you need a technician, and want one with the training, you have nothing to lose. Not to mention, when have you ever hired a technician off the street and been given a guarantee?"

So take advice from someone who has been successful with hiring SAFE technicians for the last 8 years, hire a SAFE technician today!



Justin Stainbrook Volvo AZ 9/30/05 grad (left)

Mike Vassallo Volvo IL 7/1/05 grad (center)

Benny Loewen Volvo IL 9/2/05 grad (right)