



2016

Business Office Manager/ Customer Satisfaction Manager

ENROLLMENT

Actively employed by a Lexus dealership and listed on the National Staff Master with one of the following primary job titles: **Business Office Manager or Customer Satisfaction Manager**

CERTIFICATION INSTRUCTIONS

Select your courses to become certified at the Senior or Master Level from the **Business Office Manager/
Customer Satisfaction
Manager Approved
Course List**

AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT through our dedication to delivering a level of service that makes owning a Lexus as rewarding as driving one.

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



Lexus Commitment to Perfection (LCTP)

Program Overview

If you are unable to attend a class, please inform your PC at least four calendar days ahead so your dealership does not incur a no-show charge.

Lexus Master Subsidized Lease Program

Master Certified associates can enroll and receive a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services (LFS).

Criteria

- Achieve Master Level Certification and annually Master recertify
- Dealer Principal must sign the Associate Subsidized Lease Enrollment form
- Then you must be approved for a program qualified LFS lease of a Lexus vehicle.

NOTE: For more information or to determine if your dealership participates, please contact your dealership PC.

When you Need Help or More Information

Lexus Program Headquarters (LPHQ)

(Open 8:00 AM-4:30 PM Central Time Monday-Friday)

| | |
|------------------------------------|-------------------------------------|
| 1-800-346-4447 | PRESS |
| Testing/Reports/Certification | 1 |
| Master Lease | 3 |
| Elite of Lexus Status | 4 |
| SPIN ID | 5 |
| LPHQ Fax | 1-800-253-2831 |
| LPHQ Email | Lexusphq@maritz.com |
| Certification Home Page | www.lctphome.com |
| Certification Reports Site | www.lctpreports.com |
| Certification Test/E-Learning Site | www.lctptests.com |
| Elite of LPHQ Phone | 1-800-504-6078 |
| Elite of LPHQ Email | eliteoflexus@programhq.com |
| Learning Center Support | |
| 1-855-790-7985 | PRESS |
| Login Support | 3 |
| eModule Support | 4 |
| Course Enrollment Support | 5 |
| Learning Center Email | tmslearningcentersupport@toyota.com |

Coming From Toyota

View the Lexus Course Parity report for your primary Lexus job category at www.lctpreports.com to determine if any Toyota course credit is transferable for Lexus certification credit.

Lexus associates who have previously achieved Toyota advanced certification credit may request an adjustment to their Lexus tenure through their Area Office by presenting a copy of their Toyota certificate verifying the prior Toyota certification achievement.

Toyota Expert Level - Add 12 months of Lexus tenure

Toyota Master/MDT Level - Add 24 months of Lexus Tenure

Glossary and Program Notes

- **Core Courses** - Courses that most directly relate to a specified job category
- **Elective Courses** - Courses that in some cases can be taken in lieu of a Core class
- **ASE Certification** - Tests given by the National Institute for Automotive Service Excellence (ASE) to certify automotive repair and service professionals; you can obtain additional information or register for tests at www.ase.com.
- **Courses No Longer Applicable to Job Category** - Courses no longer offered for a specified job category.
- **Courses No Longer Offered** - Course no longer available for enrollment
- **Course Credit Expiring** - Course credit will expire as indicated
 - ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
 - For additional information, visit www.I-CAR.com
 - ✦ For additional information, visit www.ase.com
 - ★ For additional information, visit www.crrtraining.com
 - ✦ Course credit expires Jan. 2017
 - ▼ Course credit expires Jan. 2018
 - Course credit not currently scheduled to expire
 - Must have completed course before Jan. 1, 2008 to receive credit
 - ◆ Must have completed course before Jan. 1, 2011 to receive credit
 - ◎ Must have completed course before Aug. 1, 2011 to receive credit



Lexus Commitment to Perfection (LCTP)

Program Overview

How to Use this Booklet

The introduction will briefly describe the Lexus Commitment to Perfection (LCTP) certification program and how to participate.

Let's Get Started

Welcome to the Lexus Commitment to Perfection certification program also known as LCTP.

Your first step to join the LCTP program is to make sure you have been added to Dealer Daily Staffmaster and that your primary job is one that is listed in this book. Staffmaster has primary and secondary jobs; only the primary job is used to enroll associates in LCTP. If your primary job is not one that participates in LCTP then you will not be enrolled in the program. A SPIN ID will be created for you when you are entered into Staffmaster; keep your SPIN ID as it will grant you access to enroll in Lexus College courses; take Self-Paced Modules and log in to view your progress in the LCTP Certification program.

Your best resource regarding the LCTP Certification program is your dealership's Program Consultant (PC) who can assist you in achieving and maintaining your desired certification level.

Certification Program Overview

The Lexus certification program consists of 3 levels which build upon one another.

- Certified is the first level of LCTP certification and is required for all Lexus associates.
- Senior Certification is the next level of LCTP certification; this level is considered advanced certification and is optional.
- Master Certification is the top level of LCTP certification; this level is for top performing Lexus associates who want to be the "Best of the Best" and requires the highest commitment. This level is also optional.

Once you are enrolled you should immediately begin completing the Certified level requirements.

Instructor Led Courses

Log onto www.lctphome.com and select *My Learning* to view the courses that apply to your job and will count for LCTP advanced certification. Please contact your dealership's Program Consultant to enroll in a class, technical training or product launch.

NOTE: Log onto www.lctpreports.com for updated certification rules and approved course listings by job.

Class Attendance

You will not receive credit for a class if you arrive more than 30 minutes late or leave more than 30 minutes early. You must sign the attendance sheet to receive credit.

Lexus Certification Rules Overview

| CERTIFICATION LEVEL | TENURE | INSTRUCTOR LED COURSES | ONLINE MODULES | NEW PRODUCT LAUNCH | ANNUAL RE-CERTIFICATION REQUIREMENTS |
|---------------------|-----------|-------------------------------------|----------------------------------|---|---|
| CERTIFIED | None | Complete Required Number of Courses | All Current Foundations Modules | None | All Current Foundations Modules |
| SENIOR | 18 Months | Complete Required Number of Courses | Complete Required Online Modules | Current Product Launch Requirements - Attendance or Test-out | <ul style="list-style-type: none"> • Maintain Basic Certified Status • Current Senior Certification Requirements |
| MASTER | 24 Months | Complete Required Number of Courses | Complete Required Online Modules | Current Product Launch Requirements - Attendance or Test-out | <ul style="list-style-type: none"> • Maintain Senior Certified Status • Current Master Certification Requirements |



Business Office Manager/ Customer Satisfaction Manager

Course List

PROGRAM NOTES

- ▲ Alternate credit available; view Course Parity report at www.lctpreports.com
- For additional information, visit www.l-CAR.com
- ✦ For additional information, visit www.ase.com
- * For additional information, visit www.crrtraining.com
- ✱ Course credit expires Jan. 2017
- ▼ Course credit expires Jan. 2018
- Course credit not currently scheduled to expire
- Must have completed course before Jan. 1, 2008 to receive credit
- ◆ Must have completed course before Jan. 1, 2011 to receive credit
- ◊ Must have completed course before Aug. 1, 2011 to receive credit

APPROVED COURSE LIST

Core Courses

| | |
|------|---|
| D146 | Phone Skills for Lexus Sales |
| D167 | Interacting With Your Lexus Customer |
| D500 | The Lexus Journey |
| D510 | The Lexus Way |
| D520 | Resolving Customer Concerns the Lexus Way |
| D530 | Communicating With Your Lexus Guest |
| D540 | Delivering a Lexus Like Experience |
| D550 | Teamwork Through Communication |

Elective Courses

| | |
|-------|-----------------------------------|
| D258 | Lexus New Dealer Orientation |
| D400 | Leadership Practices for Max Team |
| D560A | Lexus Difference Workshop |
| D741 | Managing Accessory Sales |
| S8140 | Ethics & Compliance |

COURSES NO LONGER OFFERED

Core Courses

| | |
|-------|--|
| D015▼ | Building Loyalty the Lexus Way |
| D131▼ | Lexus Telephone Moments |
| D136● | Hiring to Retain Lexus Associates |
| D138▼ | Lexus Customer Care - Resolving Concerns |

Elective Courses

| | |
|---------|---|
| D196✱ | 2015 LCA Controllers Group |
| D294● | Lexus Warranty Administration with Claims Processing System (CPS) |
| D306● | The Service Customer Experience |
| D321✱ | Seven Controllables Webinar |
| D419✱ | Lexus Safety + Traction System |
| D601A● | Managing Your LTS/LDS |
| DP1507✱ | 2015 PC Performance Group |



Business Office Manager/ Customer Satisfaction Manager

Certified and Senior Certification

CERTIFIED

Tenure

Participants must be actively employed by a Lexus dealership and listed as a Business Office Manager or Customer Satisfaction Manager.

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see below)

Certification Maintenance

Complete any new Foundations tests or be designated as "Not Certified."

To maintain Certified status, all current basic Certified Certification Level requirements must be maintained.

SENIOR

Tenure

Participants must have a minimum of **18** months total Lexus experience and must complete all current requirements for basic Certified and Senior Certification Levels.

Approved Courses

Complete a total of **4** courses from the Approved Course List.

Select **3** Core courses and **1** additional Core or Elective course:

- _____
- _____

Self-Paced Modules/Tests

Complete, with a minimum score of 80%, the following:

- All Foundations tests (see Certified section)
- E430 Lexus Survey Essentials
- LE218 OW-20 Synthetic Motor Oil for Lexus Vehicles

Product Launch/Special Requirements

- Complete the current Product Launch requirements.

Certification Maintenance

To maintain Senior status, all current basic Certified and Senior Certification Level requirements must be maintained on an annual basis.

Foundations Tests

- C368 Foundations Lexus Hybrid Drive
- C381 Foundations Lexus CT
- E550 Lexus Redefines Luxury
- E551 Foundations Lexus Sedans
- E552 Foundations Lexus SUV's
- E553 Foundations Lexus Performance
- E554 Foundations Lexus Hybrid (required 02/2016)

Log on to www.lctpreports.com for updated Certification Rules and Approved Course Listings and www.lcptests.com for access to existing Foundations tests and self-paced modules.



Lexus Commitment to Perfection (LCTP)

Prerequisite Chart

| COURSE | PREREQUISITES |
|--------|--------------------------------------|
| B503 | PLB503 |
| D406 | [D306 or D307] |
| D470 | E470 |
| D630 | D600, E422 |
| HL610B | L652 |
| L005 | L078, ML010A |
| L071 | L005, L623, L652, L852, L874b, PL071 |
| L101 | [L100 or LB100], PLB101 |
| L151 | L005, L112A |
| L201 | [L100 or LB100] |
| L250 | [L100 or LB100], L201 |
| L300 | [L100 or LB100], PLB300 |
| L301 | [L100 or LB100] |
| L453 | L005, L623, ML011A, PL453 |
| L460 | [L100 or LB100], L301 |
| L502 | PL502 |

| COURSE | PREREQUISITES |
|--------|--------------------------|
| L504 | PLB504 |
| L601 | [L100 or LB100] |
| L602 | L074, L601, PLB602 |
| L623 | L005, PL623 |
| L652 | L005, L623, PL652 |
| L673 | HL610B, L005, L623, L652 |
| L680 | L005, L623, L652 |
| L752 | L005, L623, L652, PL752 |
| L852 | L005, L623, PL852 |
| L874b | L005, L623, L852, PL874 |
| L908 | [L100 or LB100], PLB908 |
| L973B | L673 |
| LSC13B | LSC15A, L652 |
| LSC13F | [LSC13A or LSC15P] |
| PLB301 | B901, L300 |
| PLB460 | L300, L301 |