

TOYOTA TRAINING & DEVELOPMENT CUSTOMER SERVICE SUPPORT REPRESENTATIVES

TOYOTA LOGISTICS SOLUTIONS (TLS)

GOAL: Learn about warehouse operations and how to provide end-to-end solutions

DESIGNED FOR: CSSRs with limited experience in the warehouse environment or have less than 5 years of experience in material handling

LEARN HOW TO:

- Differentiate warehouse products & their purpose in warehouse operations
- Engage in meaningful conversations with warehouse customers
- Identify opportunities to solve your customer material handling needs

3.5 DAYS CLASSROOM

Visit the learning management system at tmh.myabsorb.com or scan the QR code to learn more.



Please reach out if you have any questions
dealer.training@toyotatmh.com



 **TOYOTA**
MATERIAL HANDLING

TOYOTA CERTIFICATION PROGRAM PATH

BECOME AN INDUSTRY LEADING CSSR PROFESSIONAL THROUGH TOYOTA MATERIAL HANDLING'S CERTIFICATION PROGRAM

BENEFITS OF TRAINING

- Increases profitability
- Shortens the sales & service cycle
- Reduces time to solve customer problems
- Increases customer satisfaction
- Reduces customer downtime

1

CERTIFIED

7 HOURS ONLINE

GOAL: Become familiar with Toyota history, culture, products, services, & business practices

PREREQUISITE: *Employment*

LEARN HOW TO:

- Demonstrate Toyota culture & values
- Describe the Toyota Production System (TPS)
- Communicate Toyota Commercial Finance (TICF) options
- Recognize the benefits of Toyota Lean Management (TLM)
- Discuss the features & benefits of internal combustion (IC) & electric forklifts
- Identify warehouse processes & equipment applications

2

BRONZE

18 HOURS ONLINE

GOAL: Understand & accurately assess your customers' needs & differentiate yourself from the competition

PREREQUISITE: *Certified*

LEARN HOW TO:

- Inspect forklifts & develop a maintenance plan
- Present effective cost of ownership solutions
- Describe the benefits of Toyota's System of Active Stability (SAS)
- Identify & relate to your customer's buying style
- Navigate TMH resources for product, market, & competitive information
- Perform product demonstrations

3

SILVER

13 HOURS ONLINE

GOAL: Increase proficiency with tools, resources, & partners to develop product knowledge as a solutions provider

PREREQUISITE: *Bronze*

LEARN HOW TO:

- Offer your customer loading dock solutions
- Tailor battery & charging options to customer applications
- Identify conquest opportunities
- Use data to improve customer support
- Match attachments to specific customer needs
- Partner with Bastian to provide automation solutions

4

GOLD

3 DAYS AT TOYOTA

GOAL: Develop a comprehensive strategy to capture conquest accounts

PREREQUISITE: *Silver*

LEARN HOW TO:

- Research conquest accounts
- Perform competitive analysis
- Apply Toyota Lean Management (TLM) concepts to hands-on applications
- Leverage open source information & industry networks
- Drive conversations to resolve objections
- Develop & present a cohesive conquest customer partnership plan