

Level 4/5 Certification Training Course Outline

TOWING - 4 - CLASS OUTLINE

1. *COMMUNICATIONS and RELATIONS*

- . Employer/Employee Relations
- . Who is the boss and Who is not
- . Customer Relations
- . Understanding People
- . Coping with Distressed Customers
- . Chunking Information, P.A.C.

2. *TOWING TECHNOLOGY*

- . Importance of Safety
- . Stress Points
- . Special Applications

3. *TOWING HOOK-UPS*

- . Tow Trucks
 - . Truck Tow Sling - Car Tow Sling
 - . Wheel-Lift - Under-Reach Securing
 - . Specialized Under-Reach Forks
- . Carriers, Roll-Backs
 - . Wheel-Lift Securing
 - . Loading and Un-Loading Angles
 - . Loading with the Cruse Loop

4. *TOWING PRECAUTIONS*

- . Front Towing
- . Rear Towing
- . Trailer Towing
- . Towing - Ground Clearance
- . Releasing Locked Brakes
- . Steering Wheel Securement
- . Dollies - Self Loading/Manual Style

5. *PROVIDING ROAD SERVICE*

- . Creating A Roadside Warning
- . Where to Park Your Truck
- . Tire Changes
- . Ratings and Pressures
- . Jump-Starting Vehicles