

Job Shadowing Itinerary 1: Major Rental Car Company

Objective: To gain insight into the day-to-day operations of company and its Management Training Program.

8:30-9:00 a.m.	Meet at Administrative Offices & Tour Facility
9:00-11:30 a.m.	Branch Observation & Networking with Employees
11:30 a.m.-1:00 p.m.	Lunch with Recruiter, Alums and Managers

Checklist-Please record your answers to these questions during your observation and networking with employees:

1. How do I make a reservation?
2. How do I check a customer into a car?
3. How do I check a customer out of a car?
4. Walk me through writing a ticket?
5. Why would someone need to rent a car?
6. How much does it cost to rent a car?
7. What do I need to have to be able to rent a car?
8. Do you have to wash cars? Why?
9. What type of cars do you have in your fleet?
10. How big is your fleet? Is that big or small compared to other branches?
11. What is a "Damage Waiver"?
12. How many corporate accounts do you have? Who are they?
13. How often do you market? Where and who do you market to?
14. What is a LOFR?
15. What is ARMS?
16. What is RALPH?
17. What is ESQI? Why is it important?
18. What is an MS01?
19. How long have you been with ERAC? What's your ERAC story?
20. What is your favorite thing about working for ERAC?
21. What are some challenges that you face?
22. What does it take to be successful at ERAC?