



# chevron university

helping you provide a premium brand experience to every customer on every visit

Chevron University courses cover a wide range of operating issues, from site management and safety to customer service and credit card solicitation. Through interactive computer-based training, online instructional videos, and live workshops, you acquire the knowledge and skills to help you build a successful business.

## interactive computer-based training

Our interactive computer-based training modules are designed to help you uphold the brand standards, operate efficiently, and maintain a safe environment for customers and employees. Each module includes a short quiz that provides instant feedback on your understanding of the subject matter, highlighting the topics you know well and those that require more focus. Available modules include:

- The Brand
- Image Execution
- Chevron Customers
- Chevron Products
- Gasoline Operations
- Card Operations
- Facility Safety Compliance
- Convenience Store Safety
- Information on Personnel

## instructional videos

Our instructional videos outline operational best practices for front-line employees and site managers. You can watch them on a laptop or mobile device, setting your own training schedule and learning at your own pace. Available videos include:

### front-line support

- 4-Step Customer Service
- Age Restricted Products
- Station Cleaning Foundations
- Cleaning the Fuel Island
- Cleaning the Restrooms
- Cleaning the Coffee & Soda Fountain Island
- Credit Card Solicitation
- Handling Customer Complaints

### site operations

- Chevron & Albertsons Rewards Points Program
- CORE Cleaning Systems
- Customer Service Interviews
- Good Service Makes Good Sense
- When Customers Complain
- Workplace Hazards and What to Do About Them
- Fraud Prevention: Card Skimming at the Point of Sale

## live workshops

Our live workshops are led by seasoned trainers, experts on the Chevron and Texaco brands. You have the opportunity to ask questions—and get answers—in real time, build a collaborative network of peers, and refine your professional skill set. Available workshops include:

- Financial Management & Analysis
- Marketer Brand Enhancement

## fees

Unlimited access to interactive computer-based training and instructional videos is available for a subscription fee of \$50 per site per year. Log on to Chevron Business Point and follow the path below to subscribe.

*Education & Training > Training Courses > Chevron University > Chevron Marketer/Retailer Training Subscription Program*

The fee for live workshops is \$400 per person. Email [ChevronU@chevron.com](mailto:ChevronU@chevron.com) to enroll.

