



GAME TIME

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PLAYER PROFILE

ELITE CAREER BEGINS IN SECOND-HALF OF LIFE

Steve Bryant's career as a Mercedes-Benz Master Certified Systems Technician began in the second half of his life. After a 17-year career in the grocery/food industry, he and his family made a couple life-altering decisions and have never looked back. First, they decided to move across the country from the Northwest to the Boston area to be closer to family. It was at this time that Steve also made the personal decision to put his old career behind and enroll as in an automotive training program at the age of 45.

"Sure I felt older than the other students in class, but I also felt really good about it," said Steve. "Everyone in school is a car person first, so you have a lot of common ground. I got along with everyone and really liked being back in the classroom learning about something I love."

After receiving his automotive diploma, Steve was accepted into the Mercedes-Benz ELITE program and graduated in December 2003.

"I took my education very seriously," said Steve. "Being at this stage in my life and

having a family, I couldn't fail and certainly didn't want to start over. I think I took everything a little more seriously than the other students who were younger than me. And I felt from the beginning that advanced training was the only way to go. I knew I would be assured a quality dealership upon graduation."

"CTG gave me a second chance at a career I love, and I want to share that with as many people as I can."

Steve Bryant
Mercedes-Benz ELITE Graduate
MB Service Technician | Westwood, MA

Steve found what he was looking for at Mercedes-Benz of Westwood, a dealership located outside of the Boston area. Mercedes-Benz of Westwood is a part of Prime Motor Group, a privately owned company with 16 dealerships across the East Coast. They are also the largest Mercedes-Benz dealer north of New York City in New England.

Tim Martino is the Service Director there and says Steve contributes to the success of the dealership daily.

"Our service department is measured on lots of things like CSI scores, profitability, customer and employee retention and manufacturer scorecards. Steve is a great representative of his alma matter because he is at the top of his game. He goes above

and beyond what is required and volunteers for many things outside of the shop."

For example, when Steve was a new technician at Mercedes-Benz of Westwood, he volunteered to be the roadside assistance contact for two years. Although it required many middle of the night calls, it showed the dealership that he was committed to his job and to going the extra mile.

Also, with Steve's employer is located only one mile from the CTG training center, so Steve has been given a lot of opportunity to give back to his alma matter. On many occasions, Steve has brought new Mercedes-Benz models by for the students to view which generates tremendous excitement for the ELITE program. Recently, he was contacted by ELITE to judge a Skills USA Automotive Service Technology competition and arrived at the event in a borrowed 2008 SL55 AMG – a \$150,000 car.

"It's been great to have the new campus and an ELITE program so close," said Steve. "I enjoy giving back to the educational process that shaped my career. CTG gave me a second chance at a career I love, and I want to share that with as many people as I can." ●



VOLVO

A SAFE BET TO A GREAT CAREER

Ray Tapia admits he never knew he should be working on cars. So, he graduated from high school, took classes at a community college and then realized this was not the route for him. After seeing an MSAT television commercial, he enrolled in school, graduated in January 2007 and immediately began his Volvo Service Automotive Factory Education (SAFE) training in Phoenix, AZ. The 16-week program prepares students for a rewarding career with Volvo Cars of North America and a brand that focuses on its three core values of safety, quality, and environmental care.

After graduation, Ray took a job at Deel Volvo in Miami, Florida. The big cross-country move was made easier for him since his sister already lived there. Now, he's living with her on the beach in a cosmopolitan city and working for one of the busiest Volvo dealerships in the country.

"It's working out well for me," said Ray. "Even though I've only been here for 11 months, I love what I'm doing and I'm never bored. I never knew I should be doing this, and now I can't imagine doing anything else."

Miami also offers Ray a tremendous amount of entertainment and recreation opportunities. "It's Miami, and the nightlife never ends. Since I'm of legal age, I definitely take advantage of it," he said. "Everyone is always talking about the islands that are nearby, so

I want to get out there and travel to the Bahamas or Puerto Rico too."

And with all the nightlife choices surrounding him, Ray admits the best part is that he has a career and a salary that lets him participate in the fun. "I work as hard as I do because then I get to enjoy the nightlife as much as possible."

Ray selected the SAFE program because he liked the challenge the Swedish cars offered. He says he enjoys electrical repairs the most and has built up a reputation around the dealership as the technician to turn to when an electrical repair comes in.

Alina Perez is the Service Director at Deel Volvo and oversees 32 technicians for Volvo, Volkswagen and Saab. She says Ray is an extremely hard worker.

"He had all the background training we needed, and it's a big benefit when a technician is ready to go," she said. "He's in the shop by 6:30 a.m. every day and produces a lot of hours for us. He's been a real blessing."

Reflecting on his career choice with a view of the ocean, Ray is exceptionally pleased with how his life has turned out.

"CTG and the SAFE program made all this possible. I couldn't ask for anything more." he said. ●

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(ITEP)

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GOT GAME?

If you're interested in being accepted into an MSAT program, then remember GAME – the four key areas for students to focus on:

- GRADES OR GRADE POINT AVERAGE
- ATTENDANCE
- MOTOR VEHICLE RECORD
- EXAM

In addition to good GAME scores, dealers want to hire graduates who are willing to commit to employment, have a positive attitude, some industry/related experience, and a strong work ethic. Remember, only students who "Got GAME" get to play. By following the GAME play-book, you can be on the fast-track to success.

FOR MORE INFO: www.ISCTG.com

If you are interested in learning more about manufacturer specific advanced training programs, please visit our website at www.isctg.com.

GAME Time is a publication for students and instructors interested in programs offered by the Custom Training Group, a division of UTI, Inc. If you have a news item, question or comment, please contact us:

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Ray Tapia | Volvo SAFE graduate | Service Technician | Deel Volvo