





-  **Master Level - Service Manager - Doug Blockey**
-  **Intermediate Level - Workshop Foreman - Tim Baylis**
-  **Beginner Level - Apprentice Light Vehicle Automotive- Mitchell Taylor**
-  **GTNT - Employment Specialist - Emma Koerner**



-  My name is Mitchell Taylor, I'm a third year apprentice in light vehicle automotive. My role at Bridge Toyota is to service and fix cars under supervision.
-  My name is Tim Baylis I work at Bridge Toyota. My job role is workshop foreman, technical advisor, and apprentice master.
-  My name is Doug Blockey, I'm the service manager at Bridge Toyota Darwin City.

My job involves all aspects of managing a service department. My responsibilities are the budgets, meeting KPI's, and managing 60 staff. Those people comprise of service advisers, warranty clerks, admin staff, detailers, technicians, supervisors and fifteen apprentices.

The most important part of my job is making sure our customers leave happy. Communication with the team to ensure that that level of service we provide is one hundred percent.
-  The main three things I'm directly responsible for is guest issues, so any dramas that any guests might have with their vehicles that are extra, on top of a service, rattles, squeaks, moans, groans....

The other one is apprentice guidance, as an apprentice master, that's one of my main responsibilities, making sure that they get the right training to work towards being signed off at the end of their four years.

The third would probably just be the general guidance of technicians as well. Most of them have issues that they may not know about where I've got that technical background that can guide them to diagnose faults themselves.

The most challenging aspect of my job role is trying to juggle apprentices, technicians and then guest relationships.



B When I want to know something I go and see Tim, or I go and see a senior tech, otherwise go and see Luke at workshop control.

M My interaction with the apprentices are generally in tool box meetings held weekly. So tool box meetings are basically workshop meetings, where all workshop staff attend and then discuss any issues or concerns that we may have crossed the previous week. I also have an open-door policy. I've learnt about managing people [of] various forms. So the tips that I have I've picked up to manage my responsibilities are time management, keeping track of appointments and meetings that are set.

I My direct contact with Doug each day, we work together closely on the driveway in the morning when all the vehicles come in for their servicing and then any issues throughout the day. If I need his guidance or assistance, I do question him, or at least keep him informed about what's going on.





I The chain of command at Bridge Toyota basically starts with apprentices, technicians, everyone on the floor, reports to myself as workshop foreman. We've also got workshop controller, who hands out all the jobs and is basically in control of any job that comes in or out of the workshop. And it flows then on to service advisers and service manager. Then we've got a department manager as well, who oversees basically everything.

B I start work at seven thirty, which is on the driveway, and help park up customer cars until nine, then start my first job at nine o'clock. Then I work until ten, which is our "smoko" break, which goes for about twenty minutes, then back on the tools until twelve thirty for our lunch break, which goes to one o'clock, so half an hour. Then until four thirty, home time. We also have a late and an early shift. Some days I have to work on a Saturday.


I My average working day would be between eight and a half/nine and a half hours. Most days nine and a half hours. On an average day I would spend four hours in the office, looking things up, for myself or apprentices, technicians. Probably the remainder of my day walk in the workshop, helping apprentices, with little issues. Throughout the day within the workshop I would have to do at least a couple of written reports. Any issues that come in on vehicles that we can solve within the workshop, without help from an outside source we usually fill out a dealer product report which then is forwarded on to Toyota Australia, to help out other dealerships with the same issue, if they've never encountered it before. Another one would be Toyota Source Support. Basically direct contact with Toyota Australia. They help us with issues with jobs that we don't quite get our head around them or we get to a point where we can't do anything else with them.


M My average working day would be on average ten hours. My "must do" tasks day-to-day is to make sure the workshop is performing, people are motivated and keen to exceed that day and especially our customers' expectations. The reports that I do regularly are monthly. Where I look at the previous sales against cost of goods. Our expenses and at the end of the day our bottom line profit to make sure that we are performing as a department and a team.


 We have, what we call is a “batch” which is printed out and has every job that’s in for the next day. We find it really beneficial to go through each job before they’re in the next day, to figure out, basically, how many hours or who gets that job, who gets that job...


 One skill that I have to use every day is planning. My boss gives me targets to reach each month. So you look at your job card and you think you got to do “this, this and this”. When I know I’m doing a good job is, when I’m ahead of time!




 My responsibilities are to ensure that we keep up with industry-standards and that any changes are implemented as smoothly as possible to increase workshop productivity and efficiency. So I keep up with industry, changes and developments through conferences with Toyota, they also publish to the dealer network dealer bulletins. What makes an expert manager is someone that can communicate, motivate a team to achieve our set goals.


 As workshop foreman, I have a role in trying to streamline the way we do things within the workshop. To try and make things quicker, flow better, so apprentices, new recruits know exactly what we expect from them and how we want it done.


 What makes a good workplace environment here is when you’ve got a good approachable foreman like Tim. Where you can go and approach him or, sometimes he approaches us, where he comes and tells us if we did this “that would be alright”.


 A good learning environment in the workplace is a friendly culture and communication teamed with our one-on-one approach with our mentor.

The mentor and support that our apprentices get is through our apprentice mentor, in-house, who works one-on-one and our GTNT training organisation. I also conduct development reviews with each staff member every six months.

 As a GTNT employment specialist, my role is to come out and meet with the apprentices and their host businesses on a monthly basis to make sure they’re working hard, studying hard and keeping out of trouble. That helps them with their “on the job” performance, their studies or their trade school and making sure that they’re on track to completing their apprenticeship successfully.

 We try and give constructive feedback for apprentices, so they can learn from mistakes and move forward with a positive outlook on what they need to work on.

 Another part of our role at GTNT is working with the supervisors, managers and host businesses to ensure that they have the skills and confidence that they need to coach and mentor the apprentices.

 Good work ethic is, in my opinion, someone that’s dedicated and committed, turns up to work on time and has an overall enthusiastic feel and vibe for the role that they’re doing.



I A good working learning environment I find is one that is clean. Your environment reflects your work, the way you feel as well. Cleanliness, setting the mood for your day is a really massive thing. So at the end of the day clean your bay, make sure your work area is tidy so when you get to work the next day it's all clean, you feel good about being at work.

B It's important you look after your tools, because without your tools, you can't do your job. One beneficial thing that I've learnt here at work is being organised and tidy like having a tidy bay, putting my tools back, make sure they're wiped down, make sure the oil drains are empty ready for tomorrow and make sure my benches are clean.



I Communication within the workshop is a massive thing, like if there's loud noises going on in the background, hand signals, horn signals even. If you're going to reverse a car, at least then they are not going to get run over.

B The most important safety rule in this workshop is wearing the correct PPE. This includes: boots; your work uniform; and safety glasses if needed.

Here's some of the things you can't do at Bridge Toyota workshop: You can't drive "madly" through the workshop, you got to put the cars on hoists correctly, and one rule here is you can't be on your mobile phone.

M We place a big emphasis on work, health, safety, OH&S (Occupational Health and Safety). To ensure we meet occupational health and safety standards we have a OH&S committee for the whole dealership with several key players from service. We do risk assessment day to day to mitigate any risks. Any OH&S concerns from staff are passed on to me and I'll pass those concerns on to our committee.

I My formal qualifications, Cert III Automotive Industry, Working at Heights, Confined Space and Forklift ticket, which comes in handy, especially in a big workshop.



I My apprenticeship was extremely important for my career. It gave me the foundations to pull a motor apart, pull a gearbox apart, rebuild basically anything from the ground up. It gave me all the tools that I needed for my career.

M So the formal training at trade school is a good starting point to understand the basics. And the one-on-one training, in-house, on the job, cements those learnings.

B Once a month, I sit down with Tim to see where I'm at with work and Trade school. Going to Trade School and being at work, they're both good. You got to learn your theory to do your practical. I learn something new every time I go to Trade School.



I The training on the job is so beneficial for all the apprentices. Technology within the industry has come forward phenomenally since I've done my apprenticeship. Back in the day, you could do everything with your hands. These days you plug a computer in, do a scan of all the computers in the vehicle. So there's, might be thirty, forty computers within the vehicle. The computer, the software everything that we deal with these days, gives you such a better understanding, it gives you direct feedback as well, to help you with your day to day work.

M What makes an expert technician in our industry is someone who is committed and dedicated to continuously learning the new technology coming out in the motor vehicles.

B The thing that keeps me motivated is when I get big jobs that I haven't done before. It's really fascinating learning how an engine works because it's the heart of a car, and it's really, really interesting. Like stripping it, rebuilding it and putting it back together.

I Skills that I find important within this industry are problem solving. You need to be able to work through something to solve an issue with a vehicle to come out with that right result at the end. Memory retention, so they've done a job once, they kind of know what they are doing. Once they've done it a third time, you kind of expect they know what they are doing. So if they're pulling a motor apart or, a gearbox, or something like that, they're taking photos as they go, so that they can then look back on them, and have an idea on, where they're at. Especially if it's a job that is over a certain amount of weeks, especially if you are waiting on parts.



I The most satisfying part of my job role is when the apprentices successfully complete. Quite often we're with the apprentice from the beginning... So when they complete it's almost like you've completed. You've been a big part of that journey.

B So once I have finished my apprenticeship I probably like to give back six months maybe, to a year, to Bridge to thank them, you know, for taking me on my apprenticeship. Maybe go to a smaller workshop, work on different varieties of cars, different brands that aren't Toyota and hopefully be a master mechanic.

I One of the main things I enjoy about my job is watching people evolve, from first year apprentices through to qualified technicians, through to pro technician and then forward again to master tech.

M So I started in the industry as an apprentice mechanic, I've worked my way through the service department as a workshop controller, a service adviser and a PD controller for the free delivery department, to the position I'm currently in now. The other path you could take is a technical path is where you do various trainings to become a master technician.





You can never really be completely knowledgeable I would say. My career aspirations are to become up to date with today's industry, then move forward into a job where I am supervising as service manager, department manager to then pass on my knowledge because I've learnt everything in between.
I would have to do managerial courses, mainly to do with staff management.



I've done various management courses. I am currently studying a diploma in business. My career aspirations are to become a dealer principal of a dealership.



I'm so proud that I've actually did a trade that and I'm still here and I'm third year! In my first year I was about to quit, but then I just told myself "No, you got to do it". My family and my girlfriend are over the moon because I'm actually the first person in my family to actually take on a trade.

