

Xtreme Xperience Instructor Handbook

This collection of documents represents the ongoing effort to improve the overall guest experience by providing the best in-car instruction possible. These “Best Practices” will be the standard at which all instructors will be reviewed against. Any changes that will be made to this document will be done so by the Instructor Advisory Board.

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****This information will be what new instructors are required to know.***

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Guest Service vs Safety:

While both are important and should go hand in hand, Safety is our #1 priority. If the event is not safe, if cars are inoperable due to accident or failure, we have no product to sell. Likewise, if we're not friendly, helpful, upbeat, engaging, or providing the excellent entertainment the Guest is looking for, we also have no product to sell. Common courtesy, being genuine, establishing a good rapport, friendly interaction and professionalism will go a long way, in both safety and Guest service. Even in the event of an incident, remain positive and pleasant, allow the event Directors to mitigate and deal with the situation. Keep your conversations positive and succinct, don't speculate or share information that may not be pertinent. Applicable fines will be discussed between the GM and the Guest, it is not part of your job to cover this, but yes, there are fines associated with **ANY** off or incident.

Cones

Yellow - Lift Zone, two yellow cones together prior to braking zone = **LIFT**, have Guest lift off throttle.

Red - Braking Zone, Multiples of red cones together = **BRAKE**, the greater the potential top speed, the longer the braking zone, the greater the multiples of red cones there are. (5, 4, 3, 2, 1) vs (3, 2, 1) Have guests begin braking at the first set of red cones.

Orange - Turn-in, Tall upright orange cone with a medium orange cone laying down next to it = **Turn-in**, the cone laying down is pointing in the direction of the turn. Wait until you are next to the cone and turn in the direction it is pointing.

Green - Apex, Tall upright green cone on the inside of the corner = **Apex**, the location where your Guest should be looking through the turn and coasting to, prior to tracking out and smoothly accelerating.

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Medium Orange - Track out, Medium to small cone on outside of turn exit = **Track out**, a guidance cone to get your Guest to look ahead down track and bring the vehicle to a specific side of the track after passing the apex.

Flags

Yellow

Black

Red

Local Yellow

Meatball

***In the event of any Yellow, Black or Red flag, the Instructor involved is not to return to right seat instruction before a debrief with the Chief Instructor or Safety Dir/Mgr is conducted. This debrief should be conducted forthwith.**

Yellow Flag:

When Do You Call A Yellow Flag?

- 2 wheels off track surface (grass, dirt, gravel, curbs less than 3" transition, rumble strip)
- **NO Contact** with foreign object (cone, sign, marker, wall, car, wildlife)

How Do You Call A Yellow Flag?

- Instructor call in ("**Yellow Ferrari**" or whatever car you're in) as to alert Pit Mgr./Tech so that vehicle and video may be evaluated once returned to the pit lane. (Upon returning to pit lane, have the Guest stop the vehicle at the Tech area)

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to be inspected.)

What to Do If A Yellow Flag Is Called?

- Complete remaining laps with Guest, but now an **affirmative action** must be taken on the part of the Instructor. “We are going to need to settle down or we **WILL** be going back into the pits early”.
- Once in the pit lane, Instructor and Guest remain in the vehicle until released by GM, Safety, Chief Tech.
- Video pulled for review/evaluation by GM/Tech and incident report filled out.

Black Flag:

When Do You Call A Black Flag?

- 2 wheels off with a transition **greater than 3”**.
- 4 wheels off track surface. (grass, dirt, sand, gravel, curbing)
- Running over aggressive Gators. (concrete surface next to asphalt of substantial uneven design)
- Impact of any kind. (cone, sign, marker, wall, car, foreign object, wildlife)
- Unsafe or out of control driver.

How Do You Call A Black Flag?

- Instructor calls in (“**Black Flag**” in whatever car you’re in) as to alert Pit Mgr./Tech so that vehicle and video may be evaluated once returned to pit lane. (Upon return to pit lane, have the Guest stop the vehicle at the Tech area for inspection.)

What to Do If A Black Flag Is Called?

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- Vehicle makes an **IMMEDIATE** return to the pits.
- Instructor and guest remain in vehicle until advised otherwise by Safety, Chief Tech or Pit Mgr.
- Video is pulled and given to G.M./Tech for review/evaluation and an incident report is filled out.
- Relay information about unsafe, erratic or inattentive customers to GM, Safety Dir., Chief Instructor.
- Tell, advise, warn about potential issues that were observed/experienced in the current vehicle.
- If you feel unsafe, allow a member of the Xtreme senior personnel staff the opportunity to talk with this Guest that has shown the potential to go off track.
- If we deem them unsafe or incapable of listening to achieve a safe and enjoyable drive, they will be parked. Instructors should not hesitate to black flag an erratic driver in fear of being reprimanded by their peers. The safety of our Instructors, the Guests, and everyone at the event is always our greatest concern. We will always support the Instructor who feels unsafe.

Red Flag:

When Do You Call A Red Flag?

- Anytime a vehicle stops on or off track (track hazard, spin, mechanical issue, collision)
- Medical Emergency (on track or in the pits)
- Unsafe driving conditions (Weather, track hazard, track surface, visibility, etc.)
- If the vehicle has a system failure, malfunction or incident that renders that vehicle in less than a safe operating condition (air-bag deployment, multiple simultaneous warning lights, windshield bird strike, loss of mechanical system)

If There is an Impact, What Do You Do?

- Stop Vehicle(s)-Assess Situation, Check for Fire

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- Radio Call-Stay in Vehicle unless **On Fire**
- Talk with your Guest-Check for Injuries
- Relay Information-Look for any Additional Track Hazard(s)
- Continue Guest Service and Wait for Emergency Assistance to Arrive
- Remain CALM, Reassure Guest and Continue Video Recording

How Do You Call A Red Flag?

IMPACT Incident

- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP!**” Radio silence from ALL not involved in call out.
- If there is a vehicle impact (car to car, car to wall, car to barrier, foreign object or animal), the first car on scene that is **not** involved in the incident should relay information to the Pit Mgr. The Instructor(s) involved in the impact incident should focus attention on their Guest(s).
 - Once the Lead Car Instructor or Safety Director arrives on scene, responsibility for relaying information to the Pit Mgr./GM is turned over to the most Sr. XX personnel.
 - Any instructor has the authority to call a red flag, and from any location, including outside of a car if they witness an unsafe condition that justifies it. Instructors on track should also be aware that the transmission may not have communicated well throughout the entire track. Consider repeating the call to help relay it to those who are on the far side of the track, especially if you witness vehicles still in motion.

Non-Impact Red Flag with an Unresponsive Instructor

- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP!**” Radio silence from ALL not involved in call out.

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- Instructor of the first car close to the vehicle involved in the incident, acts as relay of information to Pit Mgr./Safety/GM, until a Lead Instructor/Safety Director arrives on scene. Most likely the Instructor of the first car on scene will be the initial Instructor to call in the Red Flag incident.

Non-Impact Red Flag with Responsive Instructor

- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP!**” Radio silence from ALL not involved in call out.
- Instructor of the vehicle involved in the Red Flag incident relays information to Pit Mgr./GM and awaits further Instructions.

What to Do If A Red Flag Is Called?

- **ALL CARS STOP IMMEDIATELY** towards the right side of the track surface. Do not pull off the track surface if possible and avoid stopping in blind sections of track. Remain stationary until further directed.
- Pit Mgr., Instructor calling **RED FLAG**, Safety Director, GM and in-car Lead Car Instructors switch to channel 3, all others remain on Channel 2 and continue to interact with your Guest in the car, keep calm, reassure, stay alert for more info on channel 2.
- Calling Instructor, relay precise information to Pit Mgr. (in calm fashion) as to what and where incident is: (“Impact” or “Safe”, Vehicle and location)
- Pit Mgr. and/or Safety will determine if Fire/Rescue/Med and Lead cars are to be dispatched to scene. If impact incident, Pit Mgr. will dispatch needed units. Responding Lead car Instructors will follow Lead Car Red Flag Response SOP.
- Safety Director, Tech and Media will respond to incident location as required.
- Safety Director/Pit Mgr. will release non-involved cars to return to pit lane once applicable to do so.
- Pit Mgr. will have **ALL** non-involved Guests and Instructors stay with their vehicle

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for re-drive. USB's will be pulled and new ones issued for re-drive. If your Guest has other supercar drives on their USB, alert the media technician so they can transfer files.

- Involved vehicle(s) will have USB video pulled at the scene in the case of an impact incident, Guest and Instructor will be evaluated by EMS, treated and transported if applicable. Vehicle will be inspected, incident documented, track environment evaluated for continuation of event or not, GM advised of the situation and determination will be made for continuation or not.

Local Yellow:

When Do You Call A Local Yellow Flag?

- An object (animal, blowing trash, rock(s), cone, vehicle part, person) that is in close proximity to the track surface and could potentially become a greater issue.
- Instructor calls in (**Local Yellow** in turn # _____, or between turns # _____ & _____) and gives a “**brief**” description of the object, so as to make the other Instructors aware of location and object.
- Pit manager to take note and dispatches lead car to mitigate if/when necessary and appropriate to do so.
- Instructors monitor object each lap to assess the necessity of calling “**RED FLAG**” if the object becomes an on-track hazard.

Meatball:

When Do You Call A Meatball Flag?

- A mechanical issue with the vehicle while on track
- If you notice a change with the vehicle while on track (warning light, windshield

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chip, minor noise) and it does not affect the function and performance of the vehicle, call “Meatball in the color/supercar and finish the three laps.

- If you notice a change with the vehicle that immediately affects the performance and/or function of the vehicle (engine noise, brake failure, power steering failure), call “Meatball Black Flag in the color/supercar, and Immediately pit.
- If the vehicle you are in becomes disabled and is unable to continue at a prudent speed relative to the other vehicles on track, or becomes unable to continue moving period (flat tire, ECU failure, fuel issue), this is now a “**RED FLAG**” situation and should be treated as such. (see **RED FLAG**) When you switch to channel 3, inform the Pit Mgr. that this is a “Meatball” red flag, your vehicle and location on the track.
- Always get repeat confirmation of your radio transmission with regards to **ANY** type of flag call in.

Passing

Passing Defined:

The safe completion of allowing one vehicle to pass another while on track. Passing is accomplished one way and one way **ONLY**, Instructor to Instructor communication, via two-way radio and/or point by. Instructors in all vehicles involved in a pass should have their left hand by steering wheel at 3 o'clock (risk ready position) from before the pass begins until it is entirely complete. This serves as both a visual signal/reminder to the guest that they are being passed/passing, and is a safety precaution to enable the Instructor to control the wheel during the pass if needed. Passing is the singularly most potentially hazardous maneuver that occurs on track and should be respected accordingly. The instructor **MUST** make their Guest aware that the pass is occurring. Immediately after a pass has occurred, each Instructor must be on high alert as the faster driver might have felt held up, or the slower driver may overdrive trying to keep up.

Communication for Passing

Instructor to Instructor:

- Pit lane positioning is a beneficial tool to mitigate passing (comfortable vs experienced). **Watch your mirrors and listen to your radio!** Use succinct and clear radio transmissions when needed.
- Preemptive preparations are a key component to any pass. Instructor in vehicle to be passed should set-up pass in safe and adequate passing zone.
- Passing should be initiated with an exaggerated wave pivoting from the shoulder, followed by a **clear and decisive point by signal using a stationary and sustained point-by, with the right hand remaining out of the window until the car has passed.**
- Verbal confirmation of multiple vehicles to pass, **MUST** be given as well as the point-by. A separate stationary point must be given for each car to pass, which means your right hand **must break the plane of the window designating each additional pass.**
- **A radio call can be made ahead of time, “Red Ferrari giving a pass for two after the next turn”, but the point-by(s) should not be given until the Guest is COMPLETELY under control.**
- **Either of the two over-taking cars can make a radio call, “Red Ferrari we are requesting a pass for two after the next corner”. In this case the Red Ferrari should confirm “Copy, Red Ferrari pass for two” and then give two individual point-bys as described above and ONLY when their Guest is in complete control.**
- Left hand should be in the **“Risk-Ready”** position next to, or on the steering wheel at 3 o’clock.
- The Instructor in the vehicle giving the point is **committed to the pass/passes** once the point-by is given, unless conditions have dramatically changed. If the condition does change, (animal running onto track, vehicle failure, track condition change, etc...) the **VERBAL** command of **“STAND-BY” on the radio MUST be**

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given.

- It is **ALWAYS** at the discretion of the Instructor receiving the point, as to take the pass or not.
- It is the responsibility of the Instructor in the overtaking/passing car to make and complete any pass safely. If the given point-by for the pass is not going to be taken, radio communication should be given as to the refusal/delay of the given pass.
- Radio communication is always permissible when needing or giving a pass or passes.

Instructor to Guest:

- Passing can be greatly reduced with prior communication between Guest and Instructor while in the pit lane.
- Read and assess the Guest's demeanor, ask if they are nervous/apprehensive and would like to go to the rear of the field.
- Ask if the Guest has done the Lead-car ride along. If not, it is recommended they go to the rear of the field.
- Ask about prior track experience. Ask if they have driven the track before. Ask if they have driven another car today. The front of the field may be a better option.
- Leaving a 5-7 second gap between cars when exiting pit lane, always helps reduce passing as well.
- While on track, stay positive and proactive in your communications, like ("there is a faster car coming, let's begin our procedure for being passed", "there are multiple cars we're going to allow to pass", "We're coming on a slower car, so no closer than 3 car lengths to them and wait for my instruction to pass", "as soon as the first car gives us the signal to pass, we'll go with the car in front of us", "let's just back off, give them some space and then see if we can catch them again", "that's the lead car, so let's give them some room to teach and then we'll go catch him again" (fishing).)
- Instructor Ego, **REMOVE IT**, remember this is the Guests drive, not yours! (Ride along or Right seat.)
- Stay positive, stay proactive, keep continuous communication going.

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- Be aware of your surroundings, not tunnel-visioned solely on your Guest.
- Speak clearly and affirmatively about the instructions you're giving. Be Direct.
- Use hand signals clearly and distinctly, both with Guests and Instructors
- **ALWAYS** err on the side of caution and safety.
- Prepare for the upcoming pass or being passed.
- Safety is **ALWAYS FIRST** with regards to passing!
- If you're on your final lap with just a few turns to finish, GO FISHING.
- No passing into a turn of 90 degrees or sharper, braking zones, blind spots, hills, while in high speed areas.
- Attempt to time and plan your pass or being passed, according to the Best/Safest locations to minimize the disruption for both cars.
- Passing should be accomplished in lower speed areas whenever possible, vs the high-speed zones. Avoid passing in narrow sections, braking zones, and tight "esses".
- Most every Guest wants to go as fast as they're comfortable or get "the most" out of their drive. Passing only really becomes an issue if they feel they were not able to accomplish this. Following another car at a static distance of greater than 6 car lengths is totally acceptable.
- If your Guest is clearly faster and within 3-4 car lengths of another car, accomplish the pass quickly and safely. Upon completion of the pass, return the focus to driving the line and smooth inputs.
- Most Guests do not have a genuine issue with being passed, especially if their Instructor keeps it positive and it is accomplished quickly. Never dwell on the pass, instead refocus the Guests attention on driving the line, smooth inputs and positive reinforcement.
- If your Guest is held up by another car, assess the situation. What can you do to reduce the frustration and increase the satisfaction? Is the car in front of you behind the Lead car? Are there multiple cars being held up? Is there a large gap to the next car behind you? Are you the last car in the group? Does the Instructor in the car in front of you have his/her hands full with a difficult Guest? Has the Instructor in front of you seen you? Can you slow your Guest in one section of the track to allow them to finish on a positive note?

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- Remember to **ALWAYS STAY POSITIVE!** It is up to you to change the dynamic in any situation that is within your control to do so.

Passing Zones:

Preferred Passing Zones:

- Low risk.
- Usually a place you can speak to the driver.
- Best areas for passing to be completed.
- Corner prior to straightaway.
- Beginning of straightaway
- Pit lane is the BEST/SAFEST place to pass.

Acceptable Passing Zones:

- Medium risk.
- Typically, a section of the track where 7/10th's maximum is enforced.
- Passing may be allowed in these areas.
- Sweeping corners
- Short Straightaways

No Passing Zones:

- Highest risk area of the track.
- 7/10th's risky areas.
- Braking Zones
- Corners over 90 degrees

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- Blind areas
- These areas are mandatory to be covered in the Lead Car to drivers and should be covered in a pit lane speech.

Morning Warm-Up

Morning Warm-up:

- Vehicles will be fully prepped and Tched each day prior to warm-ups. Tech will assure the following has been accomplished, prior to warm-ups: (Wheels torqued, air pressures set, brake pads and tire depth measured, oil and brake fluids checked, windshields, glass and mirrors cleaned, vehicle inspected and clean, full of fuel, overall condition checked, any warning lights noted and adjustments made as necessary. Vehicles will be started and allowed to reach a proper oil operating temperature prior to oil checks and warm-ups. (Tech responsibility)
- Assure the Vehicle Tech sheet has been removed prior to warm-ups.
- On track vehicle warm-ups are designed to assess operating functionality of each vehicle.
- Only a qualified Instructor or Tech are to conduct vehicle warm-ups.
- Ride-alongs during warm-ups may be offered to Safety/Medical personnel, XX TEAM members, XX contract personnel and track personnel. All participants must sign waivers first.
- Helmets and any other safety gear deemed appropriate, must be worn during warm- ups.
- Radio checks will be conducted prior to any vehicle going on track for warm-ups.
- Initial warm-up laps to be conducted at a reduced speed, as to get heat in the

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tires, engines, transmission, differentials and feel/watch for any abnormalities. Initial warm-ups are also to be utilized to determine grip level and vehicle readiness for Guests.

- Warm-ups are also a time to familiarize yourself with the track layout, cone layout, escape routes for possible on track issues, areas of concern discussed in morning briefing, passing zones and nuances specific to current track.
- Additional laps will increase in speed, but never to be driven over 7/10th.
- A 3 to 5 second gap between cars is to be maintained during the warm-up session.
- Warm-up laps will be a 3 to 5 lap session with an additional full or half lap cool down, depending on course length. Pit Mgr. to decide on the amount of warm-up laps.
- Warm-ups are also to be utilized for the Mentorship program where the New Instructor drives first, then Instructs the Mentor drive for evaluation purposes.
- Passing drills are to be conducted, especially with the mentorship program during this time.
- A “RED FLAG” drill should be conducted during warm-up laps as to insure all Instructors are aware of the proper procedure during such an event.
- Air pressures and any other safety checks/adjustments will be made in pit-lane immediately following warm-ups by the Technicians.

7/10th's

- If car is jumping or engaging ABS under braking; If car experiences understeer when entering a turn; If car experiences oversteer upon exiting a turn; if any of these situations occur, the driver (Guest/Instructor) has gone beyond our 7/10ths driving threshold. No trail braking or operating cars in “race mode”.

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Communication

Pit Lane:

While in the pit lane, Instructors are to follow the **B.E.S.T.** practice.

- **Buckle:** Ensure the customer is buckled and has the proper seating position.
- **Explain:** Explain your hand signals and other essential terms.
- **Signal:** Signal to the pit manager that you have completed the essential communication needed and you are ready to stage.
- **Test:** Test the driver on the hand signals and continue to talk about what will happen on track.

What are the essentials to cover?

- **Name-** Establish Communication (Yours and theirs)
- **Wristband/Stamp-** Ensure they attended class and have signed the waiver.
- **Past Experience-** If they are comfortable or experienced, other cars they drove that day, begin tailoring the program. Look out for qualifying statements and clues to ego or disposition. Watch for the attitude signals that may lead to communication or flag conditions as the Guest gets more confident.
- **Hand Signals-** Covers most important information they receive on track
- **Specific Verbiage-** Track specific, terms used (Your side, My side, Big Brakes, roll in the throttle, brush the brake, etc.) Do not only say “apex cone” for example, use the color of the apex cone and direct their attention to the specified cone. (Green Apex cone, Yellow Lift cone, Red Braking

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cone, Orange Turn-in cone)

- **Set Expectations-** Based on prior experience and why they are there.

Hand Signals Used:

In addition to verbal communication, Instructors are required to use hand signals in the driver's eye sight (between the dash and rear-view mirror). The following are Xtreme Xperience's required hand signals.

- Braking- Closed fist until braking is completed, then open hand. Explain that pumping your fist means you immediately require significantly more brake pressure.
- Left (Your side)- Sweeping open hand to the left.
- Right (My side)- Sweeping open hand to the right.
- Lift- Upward motion with an open hand.
- Accelerate- Forward or rolling motion with an open hand.
- Pointing- Index finger.

In-Car:

When on track, instructors are to use the **B.E.S.T.** acronym for staying focused and on brand.

- **Breath:** Take a big breath, remain calm and focused, have your driver take a breath if needed to calm them down.
- **Eyes Up:** Your eyes should be ahead of your driver adjusting for their reaction time.
- **Simple:** Keep your verbiage simple and easy to understand.
- **Tip:** Provide them with some feedback on what they did well, a way to improve, and then another thing they did well.

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Additional Communication:

- **DO NOT** drive or push your Guest beyond where they are comfortable. Their 7/10ths may be vastly different than your previous Guest, certainly different than your 7/10ths. Allow your “comfortable” Guest to drive at their pace and enjoy **their** drive.
- When on your last lap, alert your driver well before you approach the pit lane entrance. (Several turns ahead of time, as to avoid missing pit lane)
- Communicate when passing is happening.
- Offer to join them again on their remaining drives when possible.
- Explain if you are going “fishing”, that it is to maximize their experience.
- If you feel the need to redirect or regain the attention of your Guest, tapping their arm between the shoulder and elbow is permissible. At **NO Time** is touching or pressing on a Guest's leg appropriate or acceptable.
- If your Guest is not driving the desired “driving/racing line”, but is still operating the vehicle in a safe and controlled manner, communicate to them how to better drive the appropriate line. Only take control of the wheel to avoid causing or allowing an incident. (driving off track or into a cone)

Emergency Communication:

- In the event there is an impact, the first vehicle to arrive on scene will be the communication link between the scene and the Pit Manager. The Instructor involved will aid the guest if possible. It is important for all Instructors to remain calm and professional during any emergency situations. The communication for this situation is as follows:
 - Stop Vehicle(s)-Assess Situation
 - Radio Call-Check for Fire
 - Talk with your Guest-Check for Injury

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- Relay Information-Look for any Additional Track Hazard(s)
 - Continue Guest Service and Wait for Emergency Assistance to Arrive
 - Stay in the Vehicle unless **ON FIRE!**

Supercar Ride-along

- A supercar ride-along occurs when a Guest desires to ride with an Instructor in a specified Supercar of their choosing.
- Supercar ride-alongs will be split up amongst all qualified Instructors to allow for the enjoyment of driving with a Guest to be shared.
- Supercar ride-alongs will be positioned at the back of the field, but in front of any Rear Lead cars, so they do not interfere with Guest drives.
- Instructors will not pass any Guest drivers on the first lap, unless the Guest is so “comfortable” as to impede the Instructor/Rear Lead car from a 3/10ths Instructional pace.
- Instructors conducting ride-alongs may increase the pace gradually with each lap, but never interfering with the Guest drivers on-track.
- Instructors may begin to pass Guest drivers on the subsequent remaining laps, but Instructors conducting Supercar ride-alongs will not exceed 6/10ths at any point of the ride-along.

Instructor Registration

Motorsportreg.com

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- Motorsportreg.com will be used for all official registrations for instructors. Each Instructor is automatically placed ON HOLD when they register and are then confirmed once registrations are reviewed.

How do I register?

- Once you have created a profile, you will select the event that you would like to attend. Most events are listed 12-15 weeks out from the start of the event. When registering, it is most important to know the days you are available, if you will need lodging, your method of transportation, and the role you wish to fill. It is to every Instructor's advantage to sign up for any event they are interested in as soon as possible. The earlier the signup occurs, the sooner they can be confirmed and the more affordable their travel expenses will be.

How do I know which role I will be filling?

- If this is your first event with us, you will register as a New Instructor (NI). You will then be assigned a mentor who will help you through the weekend as you learn our program. If you have completed at least 1 successful event with us, you will then register as a Professional Driving Instructor (PDI). Each Instructor will be asked to designate a "Home Track". If you are within 50 miles/1.5 hours' drive from the track the event is being held at, your "Home Track", please do not request lodging as a PDI.

How are instructors chosen for each event?

- If more Instructors than slots exist for an event, several factors will be used to determine who will get each slot, including safety record, first come/first served, length of time with the company, other events they are attending, and more. The sooner you sign up, the more competent/safer Instructor you are, the more likely you are to be chosen for each event.

When will I know if I am chosen for an event?

- Instructors will be sent a confirmation email if they have been selected. PDI's are usually confirmed 4-6 weeks out. Lead Instructors are usually confirmed 6-10 weeks out. Any instructor that is confirmed for an event is responsible for getting their travel

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info submitted at least 3 weeks prior to the event. If travel info is not submitted two weeks prior, all at event travel will be your responsibility. This travel information should be emailed to the appropriate Event Coordinator listed in the MSRГ event advertisement.

Lead Instructors

The following information must be well understood and competently executed to be considered a *Lead Instructor*

Xtreme Instructor Mentors Guide

Who Needs a Mentor?

- All Instructors who have not instructed with Xtreme Xperience in the past 18 months.

Who Needs to do a Ride and Drive?

- All Instructors who have been assigned a mentor.

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When You Get to the Event as a Mentor...

- Introduce yourself to the Instructor you are mentoring. Have him/her sign our waivers and get his/her red wristband. Also, please have them fill out any paperwork that is missing (W2, ICA) which will be noted on the sign-in sheet. Get them two Instructor T-shirts, one radio headset, a name tag and then accompany them to the classroom.

How Do I Complete a New Instructor Evaluation?

- The New Instructor Evaluation is to be answered truthfully and thoughtfully. If the new instructor struggles in an area it is important for us to know. This feedback helps us improve the onboarding process.

How Does a Ride and Drive work?

- The XX Mentor will instruct the New Instructor for a normal warm-up session. They will demonstrate the hand signals used, the verbage and constant communication, passing procedures, 360 awareness and video protocol. Upon returning to pit lane, a different XX Instructor will then drive and have the new Instructor coach them as though they were an actual Guest. During this drive, the XX Instructor will demonstrate common mistakes made by our Guests and see how the new Instructor responds. If necessary, the XX Instructor will request more laps in another session to ensure the new Instructor is ready. If the new Instructor requires additional in-car instructional time, this should be accompanied with study and review time outside of the car as well.

What to do During the Event?

- Make sure you check in with your new instructor frequently during the first day to answer any questions they may have. Talk to them during lunch each day as well. After the first day, try to help get them interacting with our Guests as much as possible.

When the Event Ends...

- A good mentor will follow up with his/her mentored Instructor. Send a short email

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to find out how they enjoyed their time with XX and if they have any suggestions. Relay any important information back to the Chief Instructor, Event Chief Instructor or Instructor Safety Advisory Board personnel.

One on One Classroom

During a “One on One” classroom, a Lead instructor will be asked to teach the fundamentals of Xtreme Xperience’s standard classroom to a guest. Acquire the “One on One” board from FOH and meet your Guest. Once the “One on One” class is complete, the same instructor will then join that guest in their supercar drive.

Mandatory Classroom Information For a “One on One”:

- Introduction (Instructor/Customer/vehicle being driven, check for red wristband)
- Seating position and how to get into gear (seatbelt, USB readily available)
- Hand signals and verbiage used (listen to Instructor and be SMOOTH in ALL inputs)
- Vision (Eyes up, looking down track and through the turns)
- One thing at a time (Lift off the throttle), Hard straight-line braking, Coast through the turns (no gas, no brakes), Squeeze the throttle on exit as they straighten the wheel, be SMOOOOTH)
- Utilize the width of the track, leaving 3 feet of edge safety on either side of the track. (outside to the inside to the outside)
- Describe how the track is coned to assist them (Yellow lift cones, Red braking zone, Orange turn-in, Green apex, Small track-out and the positions of each)
- Passing and being courteous (describe the entire passing scenario and procedure from start to finish, both from the being passed and passing)

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prospective)

- Warning of punitive repercussions from 2 off, 4 off and contact with a foreign object.t. (\$200, \$300 & \$500 plus Insurance deductible) (\$6500.00)
- Lead car is mandatory and explain its many benefits. Answer any questions.
- Walk to the pit lane queuing area and get them set. (head sock, proper line, explain what will happen next)
- Join them in their supercar drive. The instructor that teaches the “*One on One*” class should always be the instructor for that guest.

XX Rear Lead Car

7/10th's Defined:

- If car is jumping or engaging ABS under braking; If car experiences understeer when entering a turn; If car experiences oversteer upon exiting a turn; if any of these situations occur, the driver (Guest/Instructor) has gone beyond our 7/10ths driving threshold.
- The Rear Lead Car will remain within the standard 7/10ths pace required by Xtreme Xperience at all times. No exceptions.
- Lead/Chase cars are to focus on #1. Safety #2. Education #3. Entertainment *(Safety and Education should **NEVER** be compromised in the name of Entertainment)
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Lap #1: On this lap, the Lead/Chase car should be focused on educating the individuals in this vehicle as to the information presented in the Classroom session. *(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of the “driving line”, braking, smooth inputs with hands and feet).
- Rear lead car drivers should maintain 15 MPH through the first 2-3 turns to fully exemplify driving “the line”, cone definition, and hand signals. These low speeds will create a large gap, thus facilitating increasing speeds through subsequent

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turns and laps, building up pace to 7/10 on the final lap. Rear lead car drivers should exercise 360-degree awareness, so to be mindful of the position of the front lead car. Rear lead should increase speed accordingly, so they will not impede on the front lead cars successively increased speed.

- Maintain a proper distance (3-5 seconds behind) from the last supercar on track. As you are at the rear of the field, monitor the second and third cars ahead of the last car for possible need to alter the gap on the last car, as to monitor passing of second and/or third car in line.
- Lap #2: On this lap, the Lead/Chase car should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds from the last supercar), unless the last car(s) are “comfortable”, in which case passing at the instructional lap speed is allowed.
- Lap #3: On this lap, the Lead/Chase car should continue the educational presentation of our program, while not exceeding the 7/10’s lap time set forth in morning warm-ups. As long as the same 7/10’s lap time speed is being applied, passing is allowed.
- At **NO TIME** is the 7/10’s pace to be exceeded. Also, the Lead car should not adversely impact the Supercar drives of the Guests in front of them. At the 1/2-way completion point of your third lap, turn on your emergency flashers and further passing should not be planned on, nor requested for.
- If still at the rear of the field, maintain the 3-5 second gap from the last car in session.
- The goal of a rear lead car driver is the education of Guests, while requiring the least amount of passing possible, keeping in mind that the supercars at the back of the field are likely driven by most timid drivers.
- ***Lead/Chase cars are to be driven ONLY by Lead Instructors or higher qualified Instructors, unless prior approval is given by the Chief Instructor.**

XX Front Lead Car

- Lead cars will remain with-in the 7/10ths pace parameters for quick initial laps with experienced supercar drivers, as well as the entertainment/third lap.

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- Lead/Pace cars are to focus on #1. Safety #2. Education #3. Entertainment
*(Safety and Education should **NEVER** be compromised in the name of Entertainment)
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Lap #1: On this lap, the Lead/Chase car should be focused on educating the individuals in this vehicle as to the information presented in the Classroom session.
*(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of the “driving line”, braking, smooth inputs with hands and feet).
- Maintain a proper distance (3-5 seconds ahead) from the first supercar on track. As you are in front of the field, monitor the second and third cars behind the first car for possible need to increase the gap on the first car, as to allow passing from the second and/or third car. As long as this pace does not impede on the remaining cars in the field, it will be helpful to create the gap needed for the front lead car to increase its speed on the second and third lap.
- Lap #2: On this lap, the Lead/Pace car should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds from the first supercar) in the front of the field, monitoring the need to increase distance if the second or third car is attempting to set a pass.
- Lap #3: On this lap, the Lead/Pace car should make call in to Pit Mgr. of “Checked” to alert all on-track Instructors of starting final lap. Lead Instructor should continue the educational presentation of our program, while not exceeding the 7/10’s lap time set forth in morning warm-ups.
- At **NO TIME** is the 7/10’s to be exceeded. Also, the Lead car should not adversely impact the Supercar drives of the customers in front of them if lapping the field.
- Once the Lead/Pace car reaches the 1/2 to 3/4 completion point of their third lap, turn on your flashers and make the radio call for “all cars finish your final lap and pit, pit, pit”. If there were any lapped vehicles, relay what vehicle(s) and # of lap(s) remaining to Pit Mgr.

- **** Front Lead Cars are to be driven by Sr. Lead Instructors ONLY, unless prior approval is given by the Chief Instructor. ****

Lead Car Red Flag Response

- “Red Flag, Red Flag, Red flag, ALL Cars STOP!” call goes out. Pit manager, Safety Director, GM and In-Car Lead Car Instructors Switch to Channel 3.
- In-Car Lead Car Instructors listen to information passed between the calling in Instructor and Pit Manager.
- Once the Impact vs Safe, Vehicle type and Location have been relayed to the Pit Manager, the Pit Manager should dispatch both Lead cars to the Incident.
- Lead Car Instructors should then advise the Pit Manager that they are proceeding to the incident location at a moderate SAFE pace.
- Do NOT drive through a debris field or past the Incident, but rather stop short of the Incident. Turn the Lead Vehicle facing entirely away from the Incident (180 degrees away) and leave ample room for Safety Vehicles to pass when parking by edge of track.
- Advise Pit Manager on channel 3 that you have arrived “On Scene, Impact or Safe”. Keep all communications clear, calm and concise.
- Ask Guests (if any) to “please remain in the vehicle and no photography or video of this sensitive situation”. Release trunk latch, exit vehicle, acquire Fire Extinguisher from trunk, leave trunk open and proceed towards Incident.
- **Prior** to engaging, survey the area to ensure that the scene is safe for you to approach and you will not be making the incident worse.
- Approach Incident Vehicle from passenger side (if possible) and at a 45-degree angle, never straight on from front or rear.
- Look for signs of precarious placement, smoke, sparks or active flame as you approach. If you perceive imminent danger to your personal well-being, stay back at a safe distance and wait for the Safety Teams to arrive. Relay any pertinent information on Channel 3.
- If you deem it is safe to approach (no imminent danger to yourself) and smoke or flame is noted, pull extinguisher safety pin and continue at the 45-degree angle to the vehicle, holding the Fire Extinguisher in a ready position. Radio the Instructor involved in the vehicle incident that you see potential smoke/flame and advise them to exit the vehicle if possible.
- Once at the vehicle, insert nozzle into an open vent into the area involved with smoke/flame and release a 2 second burst of the dry chem ABC extinguishing agent. Do not breath-in agent. Stop agent release after the initial 2 second burst,

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- remove nozzle from vent location and back away 6 – 10 feet with extinguisher.
- Re-evaluate current status of vehicle and repeat procedure if safe and necessary until the situation is mitigated or extinguisher is exhausted. Vehicle vent entry location for fire extinguisher nozzle may need to be changed according to accessibility, visibility, vantage point and/or successfulness of initial agent discharge.
 - Relay only pertinent information to incoming Safety units on Channel 3.
 - Never compromise personal safety to create an additional victim situation.
 - Remain watchful for possible flare-ups and other compromising complications.
 - Remain calm, composed and professional to the best of your abilities.
 - If no smoke/spark/flame is noted upon arrival at the incident, assure no imminent threat is present to your personal safety and approach the vehicle (passenger side) in the same manner. Check with the Right Seat Instructor as to the current condition of occupants and relay information to incoming responding units. DO NOT attempt to extricate individuals from the vehicle. Allow Medically trained personnel to evaluate, extricate, treat and transport occupants.
 - • If the Instructor in vehicle involved in incident is incoherent, the responding Lead Car Instructor will be the informational radio relay from the incident until the Safety Director/Manager arrives.
 - • If you are the Rear Lead Car Instructor and first on the scene of a non-flammable involved incident, act in accordance with the aforementioned procedures of relaying information to the Safety personnel. Once the Front Lead and/or Safety personnel arrive on scene, update them with the current status and return to your Lead Car, switch to Channel 2 and Stand-by.

Once Emergency and Xtreme Safety personnel have arrived on scene, the Front Lead Instructor relays any pertinent information to responding personnel and returns to your Lead Car. Switch back to channel 2, inform Pit Manager that you are back on Channel 2 and await further instructions for returning to Pit Lane. Do not speculate or provide false information about the possible causes of the incident or any actions that may have led up to it, to your guests.

- Once back in Pit Lane, if you discharged your Extinguisher, drop off your guests and Thank them for their patience and send them back to the front of the Lead Car line.
- Remove the Lead Car from service, remove the discharged extinguisher from the trunk and have Tech replace it with a fully charged one.
- If the extinguisher was not used, have Tech or Safety assure it is safety pinned and zip-tied properly, re-attached in the trunk securely and fully operational, prior

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- to returning to Lead Car service once again.
- Inform the Pit Manager when you are back in-service and ready to resume your Lead Car duties.

Testing Track Surface Conditions

If You Are Asked to Check Conditions:

- Track temp needs to be at 42 degrees or greater, and free of snow and/or ice. Rain and/or standing water may be acceptable, depending on the track compound and surface grip level.
- Using a lead car with one additional instructor at a slow pace, drive the first lap to look for standing/running water. In a straight line, try an aggressive braking maneuver at low speed for an initial grip test. Roll in the throttle sharply through a slow corner as a final grip test. **The consideration should be made to assess and protect the potential hazard of our theoretical most erratic Guest, driving the least stable car, at the most dangerous part of the track amidst increasingly dangerous conditions. Using your enhanced skill set of knowing what it feels like just before control is lost, determine how broad that spectrum is, how much room for error there will be, and whether or not the event is safe to continue. The forgiveness of a lead car should be taken advantage of to produce a more thorough assessment than what can be risked in a supercar.**
- Report all detailed findings to the Event Safety Director, Pit Manager, and Event General Manager.
- If the grip level in the lead car is acceptable, a Sr. Lead, Event Chief Instructor or Safety Director/Manager will take a more powerful RWD supercar with one additional instructor at a slow pace. Use the first lap to look for standing/running water. In a straight line, try an aggressive braking maneuver at low speed for an

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initial grip test. Use an aggressive acceleration technique to check for wheel spin. If neither happen, begin searching for the optimal rain line at a gradually increasing moderate speed. A grip level determination will then be made. **Despite our Guests being warned before their drives and coupled with the Instructor actively begging for their patience with the accelerator, it should be determined on the test drive what might arise if a Guest becomes erratic at a very inopportune time**.

Classroom

The Classroom is a mandatory safety briefing that will last no longer than 20-25 minutes. ALL drivers MUST attend a classroom briefing prior to driving. Classroom times are specified and must be adhered to. Obtain the start times for each class from the GM/FOH if needed. Once all guests are seated, introduce yourself and begin the classroom presentation. There will be a slideshow presentation to use as reference to help with visuals throughout the class. The following items are what **MUST** be covered when teaching class.

- **INTRO:** Introduce yourself and welcome the guests to Xtreme Xperience. Speak briefly about Xtreme Xperience and what it is we do. *“Real Supercars, Real Racetracks, Real Instruction”*
- **WHERE DO I GO?:** Explain to the group that first they must have checked in and signed the waivers. Check to ensure everyone has a red wristband. (If they do not have a red wristband, they must go back to FOH after class and sign the waivers to obtain their wristband prior to driving). From there, give a brief walkthrough of our program. “You are in class, next, head to pit lane to get your helmet, do your lead car, drive a supercar(s), check out, pick up some swag, go home and brag about your Xtreme Xperience.”
- **LEAD CAR TEASE:** Ask if anyone has pre-purchased the Lead car. Mention that was a great decision and everyone in the room should “see the track before driving the track”.
- **SEATING POSITION:** Sit up nice and straight. Adjust your seat so there is a good bend in the knee with the brake pedal depressed, ensuring the guest has

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maximum control over both the gas and brake pedal. Hands at 9 and 3. Ensure Guest has maximum control over the wheel.

- **GETTING INTO GEAR:** Briefly touch on the specifics on how to get each super car in gear.
HAND SIGNALS: Walk through ALL of the hand signals that a guest will see throughout their experience, and what verbiage may be used to accompany the hand signals.
- **EYES UP:** Keep your eyes focused ahead on where you want to go. Look as far as possible down track, through the corner, and keep an eye out for reference points. (Cones, brake markers, etc..)
- **DO ONE THING AT A TIME:** When on the brakes, that is the “one thing”. There should not be any steering. Brake in a straight line. Before they turn into the corner, all braking should be completed. Do not brake going into a corner. Turn in with the vehicle neutrally balanced and coast through the corner, no gas, no brakes, maximum grip. When turning, that is the “one thing”. Only accelerate once you have exited the bend/turn. Accelerating in a straight line is the “one thing”.
- **DRIVING THE LINE:** Use the slide “*Driving the line*” as a visual to walk the Guests through our cones. Start at the Yellow lift cones and instruct the Guests through our lift cones, brake zone, turn in cone, apex, and track out. Utilize the entire track width, outside, inside, outside, but ALWAYS leaving three feet of unused track surface on either side. **THE 3 FOOT BUFFER ON EITHER SIDE OF THE VEHICLE MUST BE MAINTAINED AT ALL TIMES!**
- **BE SMOOTH:** Be smooth with every input made when driving the super car. Be proactive, not reactive. The further ahead we’re looking, the smoother we will be,
- **HOT LAP:** There will be a video in the presentation showcasing an Instructor driving at speed around the track. Instruct the Guests through the video.
- **SECOND LEAD CAR TEASE:** The track is very technical with many nuances that a novice is not fully prepared to drive well. “If you want to drive the track well, like the Instructor just did, learn the track from the Lead car, before you drive the track in your Supercar”.
- **PASSING:** Talk the guests through a passing scenario. Explain it from both from the perspective of a car being passed, and the car passing. Explain the hand signals, both in the car at three o’clock at the wheel and the wave/point outside the car. Assure the Guest knows that NO PASSING is allowed without the Instructor's permission.

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- **MAJOR DRIVING ERRORS:** Cover the penalties associated with dropping 2 or 4 wheels off track, hitting the rumble strips, curbs, cones, another vehicle or any kind of dangerous driving. (There are details in the slideshow for reference)
- **RIDE BEFORE YOU DRIVE:** Discuss the benefits of adding a lead car to the Guest's experience. Elaborate on why going in the lead car is so beneficial to their experience: (Start towards the front of the group, will already have 3 laps under their belt before they drive their supercar, can take friends and family with them) This is the only time you will fully explain the benefits of partaking in the Lead car. The previous two mentions were just a tease to build interest in the purchase. Also mention it is available to non-drivers as well.
- **FAQ:** Cover a few of the most frequently asked questions (There is a slide to prompt the conversation) Answer any additional questions.
- **SUMMARY:** Recap everything the Guests just learned, give a "Classroom completion stamp" to each Guest that is driving and send them to pit lane.
- **CLASS COMPLETION:** Call on channel two to the Pit lane Associates that "Class is out" to alert them that the Guests are on their way to Pit lane.
- **NEXT CLASS:** Reset the presentation and chairs as needed, invite the next class in, and begin the presentation. Each complete classroom presentation, from the beginning of one class to the beginning of the next, should **NEVER** exceed 30 minutes.

Pit lane

- In the morning, the Pit Manager will collect two XX radio's and 1 Track/EMS Radio (If applicable) Check all radio frequencies (Channel 2 for track operations, channel 3 for GM/Safety, and the designated channel is for the EMS crew) Ensure all radios work and communicate properly
- Meet with the XX Safety Director/Manager and track safety to introduce yourself as the point of contact for the on-track operations, and discuss unique scenarios for our program. (Red flag drill, recoveries, when and why safety may be

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dispatched, etc.)

Inform the safety team on what times the program is scheduled to start and stop.

- Once in pit lane, go through all the cars and ensure they are 100% full of fuel to start the day.
- Make sure the fuel truck and drop tank are full and in place with the appropriate 20lb fire extinguisher
- Ensure the cooling fans are in the proper place for the Front and Rear lead cars. They should be far enough down pit lane so there is room to park all the super cars within view of the expeditor's tents, but not far enough that Guests are able to get lost when sent to the lead car
- Keep the flow of the pit lane safe and efficient. Set up cars so guests are not crossing pitlane to get into the super cars, keeping the super cars parked on the side closest to the expeditors' tents.
- Ensure the pit box is in place and is appropriately stocked. (Sunscreen, Dramamine, wheel chocks, CO2 extinguisher, etc.)
- Check in with the Tech team and familiarize yourself with any known issues, and potential problems with the fleet that need to be monitored throughout the day
- *Check in with the GM to get up to speed with what cars may be overbooked, and what cars need to be loaded first.*
- Check in with the Chief Instructor and obtain the list for which instructors are assigned what cars, and which instructors will be going through the mentor program.
- Warm ups are scheduled to begin 30 minutes before the first guest drives. Radio checks should be started 10 minutes prior to the designated start time of morning warm ups. (If first guest drives are 9:00, warm ups are at 8:30, with radio checks beginning no later than 8:20)
- 5 minutes prior to radio checks, call "Instructors to cars"
- Once Instructors are in cars, walk down the line giving each Instructor a verbal radio check over the radio, ensuring the radio's/headsets are working properly. Use this time to double check the proper instructors are in the correct cars (Special assignments, mentorship programs, etc.)
- Once radio checks are completed, stage a front lead car in the staging area. Send ¼ of the field of super cars behind the lead car, and add the next lead car. Continue this process until all super cars are staged, with a lead car every ¼ through the field. This allows the Sr. Lead and Lead Instructors to keep an eye on the mentorship, passing, pace, and gives them the ability to relay important information back to the Pit Manager.

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(sometimes there will be a vehicle driven by the Tech team for a shake down/brake-bedding. These vehicles will go out with their hazards on, at the very rear of the field)

- At the designated start time of warm ups, confirm with track safety that the track is clear and all proper personnel are in place.
- Warm ups will consist of 2 rounds whenever possible.
In the first round, release the cars once track safety confirms the track is clear and the proper personnel are in place.
The cars will build up to speed over the course of 3-5 laps. Allow ample time for the New Instructor training and mentorship programs to take place.
- Once enough time has passed (3-5 laps, use your best judgement) Call a red flag over the radio.
The red flag should be called with a sense of urgency, as so it sticks out over any other radio chatter.
Ensure that you have a visual on a majority of the cars so that you are able to see all cars come to a stop properly.
Once all cars are stopped, and the red flag drill has been conducted properly, black flag all cars and bring them back into pit lane
- As the cars return into pitlane, stage the first lead car for the 2nd round of warm ups.
- Take any cars from the priority load list (obtained from the GM) and set them aside.
Take any remaining lead cars and set them aside so they can be loaded during the 2nd round of warm ups.
- Once the appropriate driver changes are made (Mentors and New Instructors) release the 2nd round of warm ups. Typically, this is a standard session, i.e. the same number of laps that will be run each session that day.
- The red flag should be called sometime during the 3rd or 4th lap of the 2nd round of warm ups, allowing enough time for the New Instructor to perform 1 session's worth of instruction.
- Once you black flag the 2nd session, make sure the lead cars remaining in pit lane are loaded and staged, ready to go out.
- As the super cars start to come back into pit lane, release the lead cars (up to 3 lead cars at a time) onto the track and get the first 3 sets of lead car rides done while you begin to load supercars.

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- Confirm all required training has been completed successfully. If more training is needed, establish who will be paired up (Mentor/Trainee) with the Chief Instructor.
- Move all Instructors (New Instructors only if they have been signed off) over to the right seat, and load the cars with Guests.
- Any cars not being used, may go to fuel to be topped off.
- During this time, the Tech team will go through the fleet, checking tire pressures and collecting the USB's used during the morning warm ups.
- Advise track safety that the morning warm ups have been completed and the first Guest drives will be headed out on track.
- Stage the single lead car (once loaded with Guests) and the priority supercars behind it.
You can release this group once all the lead cars pass pit out on their checker lap.
- The number of cars that go out in each session should be limited to (2) lead cars. 1 front, one rear, and (6) super cars. This may vary from track to track. Some tracks will allow up to (7) super cars in a group, while others can only manage (5). Use your judgment and best discretion, based on the length of the track and number of cars being run, to ensure there is enough open track for the Guests to enjoy our program.
- When staging supercars, ensure proper placement of guests according to ability the in-car Instructor has ascertained (Experienced, motivated, comfortable). If the guest is "comfortable", the Instructor will signal with a rearward motion of the right hand and thumb. If "experienced", the Instructor will request front of pack".
- As the cars come off track, reload them with the next Guest in line. Ensure Instructors are expediting Guests into the cars to give the Instructor in-car as much time with the Guest as possible.
- Once the Guest is in the car, in gear, and ready to go, get the Guest staged behind the lead car as soon as possible.
- Once the track is clear, release the field "*Lead you are good to go, good to go*" ensuring the cars follow out the front lead, any ride alongs are placed at the rear of the field, and followed by a rear lead car. (if needed)
- Keep a close eye on the field of cars on track that should be pitting-in, as a car that misses pit-in becomes a runner and potentially hazardous to the cars entering the track.
- As the cars on track begin their final lap, the lead car will call "Checker lap" A verbal confirmation should be given by the pit manager. This is a sign that the

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session on track is ending soon, and the pit manager should be staging all the cars for the next group.

- As the Lead car on track pits in, they will call out “All cars Pit Pit Pit” and include a confirmation that all cars are on the lead lap, or if there are any cars that have one more lap.
- If all cars are on the lead lap, release the next group as soon as possible.
- If there are cars that are one lap down, wait for the last one to pass pit out, allow the lead car to get a good gap on that car, then release.
- Continue this practice through the morning while keeping an eye on the Instructor rotations, and fuel levels in the car.
- Instructors should do no more than 9 sessions in the car, and 3 sessions outside of the car. Staying on top of rotations is important so the Instructor group remains fresh and alert.
- Fuel levels should be monitored and checked regularly. The Mustang, Hellcat and AMG especially should be monitored closely.
- Whenever a car is sitting with no Guest’s in line, this is the best opportunity to fuel the car without impeding the flow of the program. Fuel cars as often as possible when sitting, so they are able to make a stint of 3 hours or so without fuel when needed.
- Fuel out of the RAM first, so when the RAM is out of fuel, it can be sent and the drop tank is still full. This leaves you an extra 100gal of fuel on site while the RAM refuels.
- When the RAM needs to be sent for fuel, contact the GM so they are able to dispatch the available personnel.
- Fuel runs should be timed so all cars are able to be filled during lunch without running out of fuel on site.
- One hour prior to the scheduled lunch break, monitor the number of Guests in line for overages. Work with the expeditor team to ensure the proper Guests are moved (if needed) to break for lunch on time.
- 30 minutes prior to lunch, check in with the safety team and let them know the projected end time and if you will be running late into lunch.
- Once all cars are off track and you are stopped for lunch, inform track safety what time you plan to return cars to running on track in the afternoon.
- Fuel all cars.
- Once all cars are fueled, Tech will pull any cars needed for maintenance.
- After an Instructor meeting is held by the Chief Instructor, get the list of car assignments for the afternoon.

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- 10 minutes prior to the scheduled start time of the afternoon, have Instructors return to the cars and repeat the radio checks that were done in the morning.
- Get the lead cars and supercars loaded and staged.
- Confirm with track safety that the track is clear and proper personnel are in position.
- If lead cars are loaded and supercars are not, you are able to send up to 3 lead cars out, just as was done in the morning to get the line down.
- Repeat running sessions as was done in the morning. Continuing to monitor fuel and Instructor rotations
- Continue to monitor the Guests in line for overages.
- Two hours prior to the scheduled stop time, work with the expeditors to gauge how many drives are left for the day.
- If any O.T is likely to be required, the GM should be notified as early as possible.
- 30 minutes prior to the projected stop time, inform track safety with the estimated end time.
- As lines empty, fuel any cars that are not needed for the rest of the day. Confirm with the expeditor that the car will not be used for the remainder of the day.
- Once the final session of the day is loaded, confirm with the expeditor that it is indeed the final session.
- Once that session comes off track, inform track safety that the drives are done for the day and “track is cold”.
- Fuel all cars. Ensure cars and pitlane is ready and operational for the next day.
- Return any track radios that were issued out.
- ****Other Pit Manager Notations****
- Monitor and acknowledge any flags (yellow, black, local yellow, meatball) as well as the RED FLAG procedures.
- Monitor Instructor breaks and leaving pitlane to ensure adequate expeditors and reliefs are available.

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