



## 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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## Flags

*Yellow*

*Black*

*Red*

*Local Yellow*

*Meatball*

### **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 customer 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 customer 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 Customer, it is not part of your job to cover this, but yes, there are fines associated with **ANY** off or incident.

### **Yellow Flag:**

#### **When Do You Call A Yellow Flag?**

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

#### **How Do You Call A Yellow Flag?**

- Instructor call in ("**Yellow**" 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 customer stop vehicle near the entrance and pull over to inside of pit lane, as to allow other vehicles to pass.)

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## What To Do If A Yellow Flag Is Called?

- Continue drive of remaining laps with customer, but now an **affirmative action** must be taken on the part of the Instructor.
- Once in pit lane, Instructor and customer remain in vehicle until released by GM, Safety or Pit Mgr.
- 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 call 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 customer stop vehicle near the entrance and pull over to inside of pit lane, as to allow other vehicles to pass.)

### What To Do If A Black Flag Is Called?

- Vehicle makes an **IMMEDIATE** return to the pits.
- Instructor and customer remain in vehicle until advised otherwise by GM, Safety or Pit Mgr.
- Video is pulled and given to G.M. for review/evaluation and incident report filled out.
- Relay information about unsafe, erratic or inattentive customers to Pit Mgr., Safety Dir., Lead Instructor.
- Tell, advise, warn about potential issues that were observed/experienced in current vehicle.
- If you feel unsafe, allow a member of the Xtreme senior personnel staff the opportunity to talk with a customer 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.

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## **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 There is an Impact, What Do You Do?**

- Stop Vehicle(s)-Assess Situation
- Radio Call-Check for Fire
- Talk with your Guest/Customer-Check for Injury
- Relay Information-Look for any Additional Track Hazard(s)
- Continue Customer Service and Wait for Emergency Assistance to Arrive
- Stay in the Vehicle unless **ON FIRE!**

### **How Do You Call A Red Flag?**

- Call goes out "**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG**" Radio silence from ALL not involved in call out.
- If there is a vehicle impact (car to car, car to wall, car to barrier), the first car on scene that is not involved in incident should relay information to Pit Mgr. Instructor(s) involved in impact incident should focus attention on customer.

### **What To Do If A Red Flag Is Called?**

- **ALL CARS STOP IMMEDIATELY** towards right side of track surface. Do not pull off track surface if possible and avoid stopping in blind sections of track.
- Pit Mgr., Instructor calling **RED FLAG**, Safety Director and GM switch to channel 3, all others continue to interact with customer in 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.
- Pit Mgr. and/or Safety will determine if Fire/Rescue/Med is to be dispatched to scene.
- Safety Director, Tech and Media will respond to incident location.
- Safety Director will release non-involved cars to return to pit lane once applicable to do so.
- Pit Mgr. will have ALL non-involved customers and Instructors stay with their vehicle for re-drive. USB tethers may be pulled and new ones issued for re-drive.

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- Involved vehicle(s) will have video pulled, customer/Instructor evaluated by EMS if applicable, vehicle inspected, incident documented, track environment evaluated for continuation of event or not, GM advised of 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 “**brief**” description of object, so as to make the other Instructors aware of location and object.
- Pit manager to take note and dispatch lead car to mitigate if necessary and appropriate when possible.
- Instructors to monitor object each lap to assess necessity of calling “**RED FLAG**” if object become 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 chip, minor noise) and it does not affect the function and performance of the vehicle, call “Meatball in the \_\_\_\_\_, 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 \_\_\_\_\_, 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.

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## 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 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). This serves as both a visual signal/reminder to the customer that they are being passed/passing, and is a safety precaution to enable the Instructor to control wheel during the pass if needed.

### Communication for Passing

#### **Instructor to Instructor:**

- Pit lane positioning is a beneficial tool to mitigate passing (comfortable vs experienced). Watch your mirrors and listening 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 a **clear and obvious hand wave**, followed by a **clear and decisive point by signal using a steady and sustained point-by with the right hand**.
- Verbal confirmation of multiple vehicles to pass **MUST** be given as well. A separate point must be given for each car.
- Left hand should be in **"Risk-Ready"** position next to 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 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 Customer:

- Passing can be greatly reduced with prior communication between Customer and Instructor while in the pit lane.
- Read and assess, ask if they are nervous/apprehensive and would like to go to the rear of the field.
- Ask if the customer has done the 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 3-5 second gap between cars when exiting pit lane always helps 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 up 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 customers drive, not yours! (Ride along or Right seat.)
- Stay positive, stay proactive, keep continual communication going.
- Be aware of your surroundings, not tunnel-visioned solely on your customer.
- Speak clearly and affirmatively about the instructions your giving. Be Direct.
- Use hand signals clearly and distinctly, both with customers and Instructors.
- Error 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, blind spots, hills, while in high speed areas
- Attempt to time and plan your pass/being passed according to locations

### Track Risk Zone Classifications:

- **White-low risk**
- **Orange-medium risk**
- **Black-high risk**

\*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".

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\*Most every customer 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 customer 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 customers 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 customers' attention on driving the line, smooth inputs and positive reinforcement.

\*If your customer 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 customer? Has the Instructor in front of you, seen you? Can you slow your customer in one section of the track to allow them to finish on a positive note?

\*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.

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## Morning Warm-Up

### Morning Warm-up:

1. Vehicles should be fully prepped and teched each day 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).
2. Vehicles should be started and allowed to reach a proper oil operating temperature prior to oil checks and warm-ups.
3. On track vehicle warm-ups are designed to assess operating functionality of each vehicle.
4. Only a qualified Instructor or Tech to conduct vehicle warm-ups.
5. 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.
6. Helmets and any other safety gear deemed appropriate, must be worn during warm-ups.
7. Radio checks to be conducted prior to any vehicle going on track for warm-ups.
8. Initial warm-up laps to be conducted at a reduced speed, as to get heat in the tires, transmission, differentials and feel/watch for any abnormalities. Initial warm-ups are also to be utilized to determine grip level and vehicle readiness for customers/guests.
9. Additional laps will increase in speed, but never to be driven over 7/10<sup>th</sup>.
10. A 3 to 5 second gap between cars is to be maintained during the warm-up session.
11. 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 amount of warm-up laps.
12. Warm-ups are also to be utilized for the Mentorship program where the New Instructor drives first, then instructs while the mentor drives for evaluation purposes.
13. Passing drills are to be conducted, especially with the mentorship program during this time.
14. 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.
15. Air pressures and any other safety checks/adjustments to be made in pit-lane immediately following warm-ups.

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### **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 (customer/Instructor) has gone beyond our 7/10ths driving threshold.

### **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.
- Take one of the lead cars 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 initial grip test. Roll in the throttle sharply through a slow corner as a final grip test. Report to 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 Dir 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 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.

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## Communication

### **Pit Lane:**

While in 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
- **Wristband/Stamp-** Ensure they attended class and have signed 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.
- **Hang Signals-** Covers most important information they receive on track
- **Specific Verbiage-** Track specific, terms used (Big Brakes, Roll in the throttle, brush the brake, etc.) At nola instructors are expected to only use cone color when referring to a marker. Do not say "apex cone" for example, just use the color of the apex cone and direct their attention to the specified cone.
- **Set Expectations-** Based on prior experience and why they are there.

### **Hand Signals Used:**

In addition to verbal communication, instructors are asked to use hand signals in the driver's eye sight. The following are the most used hand signals.

- Braking- Closed fist
- Left (Your side)- Sweeping hand to the left

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- Right (My side)- Sweeping hand to the right
- Lift- Upward motion with an open hand
- Accelerate- Forward motion

### **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.

### **Additional Communication Needed:**

- When on your last lap, calm your driver down before you approach the pit lane entrance.
- Communicate when passing is happening.
- Offer to join them again when possible.
- Explain if you are going “fishing” that it is to maximize their experience.

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

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## **Mentors Guide**

### **Who Needs a Mentor?**

All instructors who have not been with Xtreme Xperience (XX) in the past 18 months.

### **Who Needs to do a Ride and Drive?**

All instructors who have been assigned a mentor.

### **When You Get to the Event...**

Introduce yourself to the instructor you are mentoring. Have he/she sign our waivers and get his/her red wristband. Also, please have them fill out any paperwork that is missing which will be noted on the sign-in sheet. Their shirt and name tag will be prepped the night before and will be given to them in their new instructor packet.

### **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?**

XX Mentor will instruct the new instructor for a normal 3 lap session. They will demonstrate the hand signals used, constant communication, passing procedure, and video protocol. Upon return, a different XX instructor will then drive and have the new instructor duplicate the previous process. During this drive, the XX instructor will demonstrate common mistakes made by our drivers and see how the new instructor responds. If necessary, the XX instructor will request more laps to ensure the new instructor is ready.

### **What to do During the Event?**

Make sure you check in with them 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 the customers as much as possible.

### **When the Event Ends...**

A good mentor will follow up with his/her mentored instructor. Send a short email to find out how they enjoyed their time with XX and if they have any suggestions. Relay any important information back to XX.

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## **Instructor Registration**

### **Motorsportreg.com**

Motorsportreg.com will be used for all official registrations for instructors. Each instructor is automatically placed on the waitlist 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 need lodging, your method of transportation, and the role you wish to fill.

### **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. You will then be assigned a mentor who will help you as you learn our program. If you have completed at least 1 event with us, you will then register as a Local Instructor. Once you have completed several events as a Local Instructor, you may ask the Chief Instructor to be evaluated to become a Regional Instructor. Regional Instructors who receive an invite to attend the annual training in Chicago and pass the written exam may then be moved to a Lead Instructor.

### **How are instructors chosen for each event?**

Each instructor is assigned a region. Each instructor is given the right of first refusal for events in their area. If more instructors than slots exist for a region, several factors will be used to determine who will get each slot including safety record, length of time with the company, other events they are attending, and more.

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

Instructors will be sent a confirmation email if they have been selected. Local Instructors are usually confirmed 2-6 weeks out from the event. Regional Instructors 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 info submitted at least 3 weeks before the event.

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