



Front Office Collision Repair Training

The best-trained teams deliver the best results.

Course Description:

A 3-day front office employee training program focusing on the foundational processes in the body repair and paint shop areas of the collision repair business utilizing hands-on exercises.

The course will support estimation writing and optimization of OEM repair procedures to restore vehicles to their original crashworthiness while increasing quality standards required to restore those vehicles to an acceptable state of appearance and longevity. Understanding the repair process will promote accurate repair estimation writing and communication to insurance claims resulting in higher quality repairs. Throughout the training, attendees will be instructed on the “WHY” behind repair and refinish methods so they can engage in and retain practices that may vary from the way things have been done for “the last 30 years”.

Who should attend:

- Front office personnel, including estimators or adjusters, collision shop management and owners with at least 6 months experience in the industry
- Automotive manufacturing and paint company professionals
- Future collision industry leaders
- Front office professionals seeking a deeper understanding of and greater engagement in body shop processes

Why should my shop attend?

- Support the professional development of your staff in areas including accurate repair estimation writing and insurance claim communication, resulting in higher quality repairs.
- Increase collaboration and engagement between front office and shop floor employees.
- Increase front office employee satisfaction in an increasingly competitive environment.



Training Topics:

The course will cover 3M-developed best practices supported by OEM Repair documentation, and the “Science of Why” in the areas of:

- Improved Estimating Accuracy
- Insurance Communication Excellence
- Panel Sectioning*
- Welding Best Practices
- Structural & Bonding Adhesives*
- Foams (including Noise, Vibration & Harshness)*
- Body Filler/Glaze Best Practices*
- Seam Sealer OEM Replication*
- Primer/Paint Application*
- Paint Booth Efficiencies
- Paint Finishing Best Practices*

*Hands-on

Included in the Course Fee:

- 3-days of practical hands-on training with supplemental classroom discussion
- Training manual and reference materials
- Daily meals and snacks
- Daily transportation between the recommended hotel and training facility

Note: Attendees responsible for expenses outside of course fee, including items such as transport to St. Paul (e.g., air, taxis), hotel, and meals outside of training hours.

Dress Code:

- Blue jeans appropriate
- No shorts or open-toed shoes

Note: This is a hands-on class, where attendee will come into direct contact with many collision products, including adhesives, abrasives, and related paint materials.



“I have been in the industry for 30 years and this is by far the best training class I have ever been to. They didn’t just keep you in a classroom and bore you to death. You actually got to go in the shop and perform the procedures firsthand. Amazing class I would recommend anyone in the collision industry from front end writers all the way back to repair planners.”

Tony Perkovich, Damage Appraiser, Trubilt Collision Center

**For more information, explore training opportunities,
or to register please visit 3MCollision.com/Learn.**



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