



March 6, 2017

To: All Volkswagen Dealers
Attention: All Dealer Staff
From: Volkswagen Canada Academy

Subject: Volkswagen Academy Concierge

The Volkswagen Canada Academy is pleased to introduce the new Volkswagen Canada Concierge team that will be providing support starting today, Monday, March 6th, 2017.

The new fully-bilingual team is committed to continue to offer excellent service in English and French to Volkswagen dealerships across Canada.

Please allow us to virtually introduce your Volkswagen Canada Concierge team:

Volkswagen Canada
777 Bayly St. West
Ajax, Ontario, L1S 7G7
Canada
TEL. +1 905 428 6700
Fax +1 905 428 5898
www.vw.ca



Brenda Bretzloff



Adèle Saulnier



Marie Bretin

As a reminder, here are a just a few examples of how they can assist you:

- Navigating the Training Resource Centre (TRC) site
- Registering for classes
- ILT enrolment questions
- Issues with not receiving credit for a completed course
- Deactivating employees
- Employee modifications
- Merging transcript for an employee coming from another dealership
- Certification information
- General inquires

They look forward to assisting you in any way they can!

Here is how you can contact the team:

Volkswagen Canada Academy Concierge
Phone: 1-877-825-7547
Email: vwconciierge@vwcanadaacademy.com
Hours: 8am - 5pm ET

During this transition, you may experience an interruption in our phone service. Should this occur, please email the team to ensure we can assist you.

Volkswagen Canada Academy