

FAQs

Frequently Asked Questions (FAQs)

What is Welcome to Hyundai | Sales Onboarding Experience?

This live virtual Zoom onboarding session provides new Sales Consultants and Sales Managers with the essential tools, insights, and knowledge to confidently represent the Hyundai brand and start selling with confidence from day one.

Who is this session for?

New Sales Consultants and Sales Managers

Is attendance required?

We highly recommend new Sales Consultants and Sales Managers participate. Participation is not required at this time, and we will communicate once this becomes a required part of the New Hire Journey.

How does this fit in with HPI app learning?

The Hyundai Performance Institute (HPI) app provides required and recommended monthly learning and other learning resources. Attending the Sales Onboarding will ensure participants understand the app and all the tools and resources available.

Is there any cost to attend?

There is no cost to attend the session.

How to enroll?

There are two ways to learn more and enroll – either through the HPI App as part of the Welcome to Hyundai Read Me First card or by going to HyundaiEventsUS.com.

Enroll now

**Go to the website to learn more and register
for your preferred date and time.**

For support, email support@hyundaiperformanceinstitute.com or call (866) 828-3811.

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Who facilitates the session?

Each session is facilitated by a Hyundai Sales Training Coach, also called an Experience Coach. These coaches are skilled professionals with automotive dealership experience at a retail level.

Can anyone join a session?

These sessions are designed for newly hired Sales Consultants and Sales Managers, and we encourage seasoned staff to join the in-store coaching sessions available at your dealership. However, any interested front-line sales role can enroll in the onboarding session at HyundaiEventsUS.com.

What is the cancellation policy?

We kindly ask that those unable to attend a session cancel or change their attendance using the link provided in the confirmation email. There is no penalty at this time for cancelling.

What if they can't attend any available sessions?

Sessions run twice per week, which provides scheduling flexibility. If a newly hired Sales Consultant or Sales Manager has an ongoing conflict, please send an email to support@hyundaiperformanceinstitute.com for guidance.

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