



NEW HIRE WEEK ONE DEVELOPMENT SCHEDULE

Development Schedule

The purpose of the New Hire Week One Development Schedule is to teach new team members how to perform the major tasks at the car wash in a manner that ramps up slowly as the week progresses.

The goal this first week is to introduce the new hire to the car wash in a way that does not overwhelm them or cause unnecessary stress. To accomplish this, we start with the very basics of WhiteWater and the car wash including safety and equipment knowledge. Next, we progress to the lot followed by product knowledge and all of the information and skills needed to attend the XPT. Finally, we introduce the new hire to the loading process in three phases, prep, retracts and loading. The loading process is one of the most stressful tasks at the car wash so we need to make the learning process as stress-free as possible. So, we want to ramp up the level of difficulty and add individual loading tasks in phases.

Development Game Plan

The purpose of the New Hire Week One Development Game Plan is a guide to use for the new hire's first week at the car wash. It is ideal for the new hire to work only mid-shifts during this first week since we will not be focused on learning about opening or closing until week two. Additionally, depending on the day of their first week, there may not be positions that they can attend unsupervised. There is also typically more staff during the middle of the day which provides more opportunity for development. The first five days do not have to be worked consecutively, but the schedule should be followed based on the first five days that they work.

On the Week One Development Game Plan you will see tasks labeled with three colors, red, yellow and green.

- Tasks labeled in red are tasks that need to be performed with complete supervision from an experienced team member or manager.
- Tasks labeled in yellow are tasks that have not quite been mastered, but are able to be performed without full supervision. Yellow tasks should be performed with as much oversight as possible, but it's okay to step away for a few minutes if need be.
- Tasks labeled in green are tasks that the new hire has demonstrated the ability to perform at a mastery level.

To incorporate the Week One Development Game Plan into the store game plan all red and yellow tasks should be labeled as D, for Development, on the game plan board.

During these two periods the new hire should not be the sole person assigned to a position. Assuming the team member has demonstrated mastery of the tasks, any position labeled in green should be labeled in accordance with the store designation for that position.

Summary

The Week One Development Schedule is based on the ideal situation. Remember that not everyone progresses at the same pace and some new hire's may be ahead or behind the progress point that the schedule indicates. This is absolutely okay and appropriate adjustments should be made to the development schedule and accompanying game plan. Again, this schedule is a guide for development during the week, not a strict schedule of completion.



NEW HIRE WEEK ONE DEVELOPMENT SCHEDULE

Day 1 (10:00am—6:00pm)

Site Tour and Introductions

Show the New Hire around the store showing them the break room, where to keep their belongings and about water and other items we provide for our team members.

Introduce the New Hire to all staff that is currently working. As more people come in, you will continue making introductions.

New Spartan Orientation Part 1

Complete Development Model for the following modules:

- 100. Welcome
- 101. WhiteWater and the Two Pillars
- 102. Culture
- 103. Career Path

Safety

- Review each topic in the Safety Training Manual
- Show the New Hire where to find all PPE, First Aid supplies and Emergency Stops

New Spartan Orientation Part 2

Complete Development Model for the following modules:

- 104. Customer Expectations
- 105. Company Policies
- 106. Schedule, Pay and Benefits
- 107. Deputy

Equipment Knowledge

- Review each page of the Equipment Guide
- Take the New Hire around the car wash and show them each piece of equipment listed and its location

Attending the Lot

- Trash
- Towels
- Vacuums & Air Hoses
- Sweeping & Lot Cleanup

Product Knowledge

- Wash Product Knowledge
- Knowledge of Wash Packages

New Spartan Orientation Part 3

Complete the Development Model for the following module:

- 108. Leadership Summary



NEW HIRE WEEK ONE DEVELOPMENT SCHEDULE

Day 2 (10:00am—6:00pm)

Product Knowledge

- Review of Wash Product Knowledge
- Review of Knowledge of Wash Packages

Unlimited Speed Club and Wash Books

- Unlimited Speed Club
- Wash Books

Downtime Tasks—Lot

- Cleaning the mat cleaners and area around them
- Wiping down vacuum stanchions and hoses
- Cleaning restrooms, customer lobby, break room and office

Spend the rest of the day working at the XPT's, in the lot and reviewing all information they have learned about the car wash so far.

Day 3 (10:00am—6:00pm)

Back Prep (Passenger Side)

- Review when to use bug spray
- Review when to use the high-pressure gun
- Review checking truck beds and what to look for

Front Prep (Driver Side)

At this point, we are only focusing on the prepping of the vehicle. The New Hire does not need to learn about Retracts, NPU or Loading. To accomplish this, do the following:

- Position yourself, or an experienced team member, to load vehicles and be responsible for necessary retracts.
- After the vehicle is loaded, have the New Hire perform the process for front prep

Downtime Tasks—Tunnel

- Squeegee tunnel floor
- Cleaning tunnel windows
- Cleaning cameras

Spend the rest of the day prepping, working at the XPT's, in the lot and reviewing all information they have learned about the car wash so far.



NEW HIRE WEEK ONE DEVELOPMENT SCHEDULE

Day 4 (10:00am—7:00pm)

Retracts

At this point, we are only focusing on the retracts. The New Hire does not need to learn about Loading at this time. To accomplish this, do the following:

- Review the Retract Guide with the New Hire
- Go to the tunnel and show the New Hire where all of the buttons are on the screen
- Position yourself, or an experienced team member, to load and prep vehicles.
- Help the New Hire to identify needed retracts and pressing the corresponding buttons on the terminal screen
- Once the New Hire is comfortable with the retracts, have them perform the retracts and front prep process

NoPileups

At this point, we are only focusing on the NoPileups. The New Hire does not need to learn about Loading at this time. To accomplish this, do the following:

- Explain what NoPileups is and how it works
- Review the screen and what the images are showing
- Review the remote control and which buttons to use in different situations

Loading

At this point, we are only focusing on the Loading. To accomplish this, do the following:

- Review the steps of the Loading process
- Demonstrate the Loading procedure on five vehicles
- Have the New Hire load and prep the next five vehicles and provide coaching. Then, repeat this process until the New Hire is comfortable with Loading
- Once they are comfortable, add retract responsibility and have the New Hire perform the entire loading procedure.

Spend the rest of the day working on everything the New Hire has learned to this point.

Day 5 (10:00am—7:00pm)

Continue working on getting the New Hire to a mastery level for everything they have learned to this point.