

GAME PLAN-201

Welcome

Welcome to the Game Plan Module. In this module you will learn about our daily rotation and each position on the game plan board. Please follow along and take note of any questions that you think of as we go through this information. Once you have completed this section, you can review the information and your questions with your manager.

Why

The purpose of the game plan board is to clearly communicate what position each team member is assigned during each hour of the day. By setting a game plan, we are able to plan our day ahead of time and ensure everyone is communicated with clearly.

What

The following are the items you will need to complete the Game Plan each day:

Game Plan Board

The game plan board is located in the office and is used to identify each team member's assigned area during each hour of the day.

Work Schedule

The location's work schedule will be needed to determine which team members are working, and when.

New Hire Development Game Plan

If a new team member is on the schedule, you will need to consult the Development Game Plan to determine the appropriate positions for the team member that day.

Hourly Projections

For DRB locations, the hourly projections can be found on StatWatch. These hourly projections can be helpful in determining when each position may need more, or less, coverage as well as the best times for cleaning tasks, development or other projects.

Weather Forecast

Being vigilant of the weather forecast is helpful when planning cleaning tasks, development or other projects to be accomplished in each position that day.

Educate

The game plan is one of our greatest tools for success at WhiteWater. Designed to create an organized and structured plan for each day, the game plan board provides clear, concise communication of position assignments in a centrally located space that everyone can see. This leads to better communication, more accountability and reduced stress levels which ultimately leads to greater team success.

Game Plan Positions

Each position on the game plan plays an important role in ensuring customers receive the best service possible anytime they visit the car wash. While coverage needs will vary from location-to-location, there are always six positions available on the game plan and all of our locations use the same terminology in order to ensure clear communication across the entire organization.

GAME PLAN

The following are the six positions on the game plan that can be assigned to team members.

Tunnel (T)

The Tunnel position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.

Pay Station (PS)

The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.

Lot (L)

The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedbacks and maintaining all amenities.

Break/Off (X)

This position is used to indicate when team members are on break, as well as hours they are not scheduled for work that day.

Development (D)

The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

The Development position is also used to indicate that a team member is receiving development during that period.

Quarterback (QB)

The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development positions during a single rotation.

Setting the Game Plan

To ensure that each position has appropriate coverage based on the hour of the day, available personnel and other factors, we complete the game plan board twice a day. Once during store opening and again during the 1 o'clock hour.

The opening manager is responsible for completing the 7:00am-1:00pm hours during store opening, and the closing manager is responsible for completing the 2:00pm-7:00pm hours during the 1 o'clock hour.

As the day progresses, there may be a need to adjust the game plan due to labor changes, downtime, assisting customers, facility issues or other factors. Regardless of situation, adjustments should only be made when absolutely necessary. Most importantly, any changes should be communicated with the entire team to ensure everyone is aware of the changes.

In addition to setting the game plan, the specified manager is also responsible for making any necessary adjustments, and for the overall execution of the game plan.