

Development Guide

Guide & Prep

WHY?

Guiding reduces the stress level for our customers and helps maintain safety for our employees and guests. Prepping provides an added value for the customer and reaches areas the wash may miss producing a higher quality wash.

EXECUTION

Be prepared to receive vehicles

- Stay ready and available to always receive vehicles, other onsite tasks should not take you far away from the prep area.
 - Folding towels near prep area, XPT's, squeegee tunnel, and helping guests with our service offerings located near prep area are all things that can be done when there is a gap in cars and allow you to maintain your post.
- If you need to step away from the prep area be sure another team member fills your spot before stepping away.
- A.B.S.- Always Be Smiling!

Guiding onto conveyor

- Guide guest onto conveyor with hand motions that are clear and precise and make eye contact.
 - Use two hands to guide and direct.
 - Make use of big hand motions so that the guest can see your direction clearly, no finger waving!

Greeting the guest in prep

- Once the guest is in position on the conveyor project as loud as possible "Welcome to WhiteWater, neutral please!"
- When giving the "Neutral, please!" direction point to the eclipse arch without turning your back to the customer to help the guest understand the direction.



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Prep areas and responsibility

- Front prep
 - Guide vehicles onto conveyor.
 - Front Bumper: Scrub as much of the front bumper as possible to remove dirt and road debris.
 - Front Windshield: Prepping the windshield ensures cleanliness of the first part the guest will see when exiting the wash.
- Back prep
 - Check truck beds for debris.
 - Back Windshield (trucks only): Just like the front windshield we will prep the back windshield on trucks to ensure a clean finish when the guest exits the wash.
 - o On sedans avoid prep on the back windshield, the “Shark Fin Antenna” is right above this space and can easily be knocked off by the prep brush.
 - Rear Bumper/tailgate: The back bumper can easily be missed by equipment in the tunnel, to ensure cleanliness prep the back bumper/tailgate.
 - Trucks with trailer hitches will be highly important to properly prep on the tailgate as the “Truck Trailer Hitch” function on your TTS will not allow the wraps to go onto the back of the truck.



Areas on vehicle to be prepped

- Perform a quick visual pre-inspection.
 - Bugs: Bugs, a large amount of road debris, or bird poop that our prep brushes will not be able to remove we want to apply “Bug Juice” only to the areas needed. Bug Juice is not meant to cover the car, only used in the areas that it is needed.
 - Damage: Inspect car for visible damage before we begin prepping. We are looking for damage to the bumper, license plate, windshield, headlights, and mirrors. If damage is present, notify manager before sending car. Bumpers that have damage should be avoided in prep, you can spray them with the prep gun but do not use the brush. We do not want to increase the damage.

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Number of employees on prep

- 0-45 cars / hour
 - One front prep team member, guiding, prepping, checking truck beds.
 - Even if the cars per hour is under 45 when the line is backing up, we will need a team member to work back prep to help move the line through.
- 45-75 cars / hour
 - Two team members, one on front & one on back
- 75+ cars / hours
 - Three team members, one guiding, one on front, and one on back, or
 - One guiding and prepping, one on front, and one on back.
 - If we are running 75+ cars per hour 1 manager needs to join the team members working prep lowering stress levels on the prep team and guests.
- Heavy mud 60+ cars/hour
 - 2 on front prep
 - o 1 guide and front prep
 - o 1 front sprayer
 - 2 on back prep
 - o 1 back prep and check truck bed
 - o 1 back sprayer

Thank you!

- Once the prep has been completed and the car has been sent, we want to make sure to give the guest a big loud “Thank you, have a nice day!”. This shows a sense of pride in the prepping you have just completed to the guest and provides an extra touch of WhiteWater customer service!