



## Development Guide 1

Employee Name: \_\_\_\_\_

Location: \_\_\_\_\_

### Day 1 - Initials

- 1) \_\_\_\_\_ Introduce the New Team Leader to all staff.
- 2) \_\_\_\_\_ Walk thru the store and discuss the equipment and its function, including electrical room, equipment room, prep area storage room, restrooms, employee lounge and manager's office. Point out any precautions that the Team Leader would need to know to safely conduct his/her daily duties. Show the Team Leader how to start and stop the conveyor at all 3 areas in the Tunnel.
- 3) \_\_\_\_\_ Explain the proper procedure for reporting an injury.
- 4) \_\_\_\_\_ Never use a water hose or pressure washer while equipment is running.
- 5) \_\_\_\_\_ Open grating in the tunnel must be surrounded by cones.
- 6) \_\_\_\_\_ Explain how and when the work schedule is posted and the proper procedure to switch days off.
- 7) \_\_\_\_\_ Show Team Leader where their drinks are kept and the importance of hydration. Also, where the employee lounge is and that their personal belongings (including food and drink) need to be taken home nightly.
- 8) \_\_\_\_\_ Show the Team Leader the "L" and the importance of keeping all hoses pulled back and trash picked up.
- 9) \_\_\_\_\_ Explain to the Team Leader how the conveyor works and all precautions that need to be taken (i.e. not to step into, or place your hands in the conveyor for any reason).
- 10) \_\_\_\_\_ Have the Team Leader shadow a Manager in the rear prep position. Explain the importance of looking for damages, debris, and items in the rear of trucks. Also, why it's important to call out any trailer hitches.
- 11) \_\_\_\_\_ How to properly load a vehicle on the conveyor using large/sweeping arm motions, smiling and reassuring customers as they drive onto the conveyor. Keeping in mind it could be the first time for a customer to do such a task. **SMILING IS A MUST AT WHITEWATER!!**
- 12) \_\_\_\_\_ Explain to the Team Leader the precautions of proper front vehicle prep and the importance of not stepping in front of the vehicle, or walking in between two vehicles while in motion.
- 13) \_\_\_\_\_ Give Team Leader his/her temporary schedule for the week.

### Day 2 - Initials

- 1) \_\_\_\_\_ Review all items covered on day 1.
- 2) \_\_\_\_\_ Have the Team Leader shadow a manager on the front-loading prep position, and why it's important to say "Neutral Please and Thank You".



- 3) \_\_\_\_ When to use bug spray and why it shouldn't be applied to every vehicle.
- 4) \_\_\_\_ Explain the LSP Method (Load Send Prep) and the importance behind it.
- 5) \_\_\_\_ Explain to the Team Leader how to properly operate the TTS (Tunnel Touch Screen).
- 6) \_\_\_\_ Downtime cleaning procedures-squeegee the floor, cleaning of tunnel windows inside/out, cleaning of video cameras.
- 7) \_\_\_\_ Walk through and explain all closing procedures with the Team Leader and the importance.
- 8) \_\_\_\_ Have the Team Leader assist on all closing procedures.

### **Day 3 - Initials**

- 1) \_\_\_\_ Review all items covered on day 1 and 2.
- 2) \_\_\_\_ Have the Team Leader load and prep vehicles.
- 3) \_\_\_\_ Explain what 11/3/CLOSE is to the Team Leader and the importance.
- 4) \_\_\_\_ Show the Team Leader some of downtime task (i.e. Check/Clean Restrooms, Check/Clean Floor Mat Cleaner, check if supplies in proper place, check for water in the air guns' line).
- 5) \_\_\_\_ Have the Team Leader assist in all closing procedures.

### **Day 4 - Initials**

- 1) \_\_\_\_ Review all items covered on days 1, 2 and 3.
- 2) \_\_\_\_ Show the Team Leader all opening procedures.
- 3) \_\_\_\_ Explain the rest of the downtime task (i.e. Clean Arches, Clean Pit, Clean backroom, organize shelf in wall climb room, wipe down I beams/XPTs/menus/gates).

### **Day 5 - Initials**

- 1) \_\_\_\_ Review all items covered in all previous days.
- 2) \_\_\_\_ Evaluate performance
- 3) \_\_\_\_ Discuss strengths and opportunities about the Team Leader for improvement if needed.
- 4) \_\_\_\_ Give Team Leader a copy of his/her new schedule going forward.

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**Employee Signature**

**Date**

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**Manager Signature**

**Date**



## Antenna Removal Agreement

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Location: \_\_\_\_\_

I hereby understand and agree that:

- All antenna's tighter than hand tight is taken off by customer or member of management only.
- The following should never be used on customer's vehicles by Team Leaders:
  - No Channel locks
  - No Crescent wrenches
  - No Pliers
- See management for proper techniques.

I understand that my failure to adhere to the terms of this Antenna Removal Agreement could result in disciplinary action up to and including termination.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## Pressure Washer Training/Agreement

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_ Location: \_\_\_\_\_

I hereby understand and agree that:

- The exhaust needs to point outward away from the walls at all times.
- Stay clear from all wraps and rockers at all times.
- Conveyor off while working around the rockers/wraps.
- Do not cross the conveyor, all always work on one side at a time.
- Whenever not in use turn off the water and release pressure.
- Wear rubber boots that are provided while operating.
- Wear eye protection at all times while operating.

I understand that my failure to adhere to the terms of this pressure washer agreement could result in disciplinary action up to and including termination.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Supervisor Name**

\_\_\_\_\_  
**Supervisor Signature**

\_\_\_\_\_  
**Date**