



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.

Employee Signature

Date

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