

Spartan Name: _____

Location: _____



Development Guide 2

• Introduction to WhiteWater Express Car Wash

1. _____ History and Future Growth Plans for the company.
2. _____ WhiteWater Vision- "To make a difference in our communities, environment and the lives of our employees and customers through the most innovative express car wash experience."
3. _____ WhiteWater Mission Statement- "To deliver the highest quality car wash experience at an amazing value, while continuously exceeding our customer's expectations."
4. _____ Hours of Operation for and closed holidays and how to prepare for a closed holiday.
5. _____ What does EELITE stand for and mean?
6. _____ What are the two pillars that WhiteWater was built upon?

• Tunnel Knowledge

7. _____ Complete knowledge of the Start/Stop switches, Emergency stop button, and Prep gun Start/Stop button.
8. _____ Complete knowledge of all the names of the equipment in tunnel and what each piece of equipment function does on vehicles. How each piece of equipment is powered and the ability to repair.
9. _____ Complete understanding of how to clean the pit, shelf, check for flow, and snake the drains.
10. _____ Complete understanding of how to identify hydraulic oil, water, and chemical leaks throughout the tunnel.
11. _____ How to make proper adjustments to the equipment in the tunnel and how many vehicles to walk down before making any adjustments.
12. _____ Complete knowledge of the Entrance Photo Eyes in tunnel, Sonar, Tire Switch, Pulse Switch, Anti-collision pad, and Go light at the exit of tunnel.
13. _____ Complete knowledge of No Pile Ups.
14. _____ How to grease the equipment in tunnel as well as when to grease.
15. _____ Complete knowledge of when the conveyor chain needs to be tightened as well as how to tighten the chain.
16. _____ The Importance of doing "Wet Down" and "Hydraulic Run" in the morning and walking cars down throughout the day.

• Vacuum System

1. _____ Complete knowledge of how the central vacuum system works.
2. _____ How to change our hoses, air guns, vacuum hoses/claws.
3. _____ How to turn off the vacuum system, proper maintenance and daily cleaning of the vacuum system. (If your location has two vacuum systems at the facility, knowing which system powers which vac stalls.)

Spartan Name: _____



Location: _____

- **Chemical Room**

1. _____ Complete knowledge of the Chemical Room and the equipment.
2. _____ Complete knowledge of the hydraulic power packs, how to check oil levels, fill the power pack with oil, the filter, RPM's.
3. _____ Complete knowledge of Air Manifolds, The FRL's and how they work, changing air pressure, MAC valves, how to turn the air flow off.
4. _____ Complete knowledge of Water Manifolds, how to troubleshoot if an H2O sprayer is stuck on, Dema valves, how to shut off the water valves.
5. _____ Complete knowledge of Aqua Lab, the hydraflex motors, Injectors, tips/dials, how to adjust air pressure for chemicals and the motors. As well as the water solenoids, clean out the tree.
6. _____ Complete knowledge of the air compressors/dryer, when to fill with oil, how to identify the oil level, change the filter, and proper maintenance.
7. _____ Complete knowledge of the prep gun/wheel blaster tanks, how to drain the tanks/clean, how to clean the filter, how to adjust air pressure on the motors, and how the float valves work.
8. _____ Complete knowledge of the TSA box for tire shine, Anti collision box, and the chain tension box/valve.
9. _____ Complete knowledge of the Soft water system, identifying the main water backflow preventer, irrigation backflow preventer and irrigation control box.

- **Electrical Room**

1. _____ Complete knowledge of the Electrical Room
2. _____ Complete knowledge of the TCS station, how it communicates with Tunnel Watch/Site Watch servers, relay cards, and fuses.
3. _____ Complete knowledge of the breakers and power shut offs.
4. _____ Complete knowledge of the Motor Control Center (MCC), transformers, prep gun timers, contactors, breakers, and the lights on the outside of the MCC.

- **Operations**

1. _____ Complete knowledge of the guest experience at WhiteWater- entering the property, XPT's, traveling down the tunnel, vacuums, guest lobby and restroom.
2. _____ Complete knowledge of filling out a guest damage/incident report, locations of all the cameras on property, how to use the camera system on the property for any and all incidents that may happen on property. The manager who fills out the report is responsible for getting the resolution and closing out the report with the General Managers signature and approval. **ALL Guest Damage/Incident Reports MUST be contacted within 24-48 hours of the incident.**
3. _____ Complete knowledge of cleaning schedule of property, restrooms, lobby, break room, tunnel and all windows on property. **Water hoses/Pressure washer hoses are prohibited from being used while the car wash is open for business.**
4. _____ Complete knowledge of the following every hour – chemical volume checks, water flow, quality wash control.

Spartan Name: _____



Location: _____

5. _____ Complete knowledge of all our wash packages, Unlimited Speed Club plans, Wash books, guest service standards and daily sales goals of the location.
6. _____ Complete understanding of how to properly load guest's vehicles onto the conveyor, including checking the height restrictions, wheel width restrictions, and making sure that all truck beds are clean with no debris before entering the carwash tunnel. Guests must clean out their own truck beds! There are NO exceptions to the above as it could severely damage the car wash equipment, guest's vehicles and employee incidents.
7. _____ Complete knowledge of Employee, Manager, and Manager Comp Wash procedures for giving out the complimentary car washes. Each location is issued complimentary wash certificates to be given out by management for guest service reasons only. Complimentary washes will not be given out in exchange for damages, cash or services. We will not accept any free services written on the back of business cards and associates that honor or write free services on backs of business cars will face disciplinary action.

- **Opening/Closing Procedures**

1. _____ Complete knowledge of opening the location: disarming of alarm, facility inspection, Putting XPT's into Normal mode, turning on Open Lane lights on sales drives, checking all of the tunnel equipment for proper functionality, setting the plan goals for the team, getting your game plan ready for the day, verifying staff schedule for the day, weather check, make any adjustments according to the weather forecast, run a Wet Down/Hydraulic Run and walk the tunnel to insure everything works correctly in the tunnel.
2. _____ Complete knowledge of the Armored Car procedures and deposits, vending and chemical inventory and re-order points for all the above listed.
3. _____ Complete knowledge of closing the location includes: soft closing procedures for nightly cleaning, turning on closed lane lights on sales drive, EOD paperwork, email proper daily recaps and reports, order supplies that may be running low, a manager plus a team leader must leave and set the alarm together, grounds and facility inspection after the alarm is set.
4. _____ Complete understanding of how to perform EOM.

- **Safety/Misc. Procedures**

1. _____ Complete knowledge of adjusting the conveyor chain and dollies, never open more than 3 grates at a time, open grates must be coned off, someone must hold a ladder while someone is on it, never use power washer while tunnel equipment is operating, proper cleaning of conveyor trench and where to put the mud and trash, reclaim pits, properly opening /closing and locking of the roll up doors, understanding of securing the building.
2. _____ Complete knowledge of weekly safety meetings held by a management team member.
3. _____ Complete knowledge of interviewing, hiring, scheduling and terminating of an employee.

Spartan Name: _____



Location: _____

4. _____ Complete knowledge of fire extinguishers on the property and proper use of them.
5. _____ Complete knowledge of safety equipment, Eye Wash Station, safety glasses, ear plugs, first aid kits, emergency medical situation procedures, workplace safety and training.
6. _____ Complete knowledge of the settlement tanks, sand oil separator tank, and the flow tank.
7. _____ Complete knowledge of a robbery situation at the location: always cooperate with the perpetrators and give them anything they want, your safety and the safety of the team is most important to us, how to disarm the alarm if it is a before or after assault, panic code on the alarm panel, do not be a hero your life is not worth it.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____