



DEVELOPMENT PROGRAM

400

TEAM LEADER 2

Developer Guide

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WASH QUALITY REPORT 407

Welcome

Welcome to the Wash Quality Report Development Module. In this module, you will learn all about wash quality and how to monitor wash quality throughout the day.

Notes and Questions

As you go through the module, please follow along and take notes as you go. Taking notes will help you remember any key points or questions that you would like to discuss. Once you have completed each section and completed your quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information in the module. A score of 100% must be achieved in order to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

The purpose of the Wash Quality Report is to ensure that we are consistently delivering the highest quality service to our customers. By checking on the wash quality frequently throughout the day we are able to ensure that we are aware of issues as soon as possible and can resolve any issues quickly. We want everyone working at the store to understand our wash process and what the equipment and chemicals should look like when it is operating perfectly. Always keep in mind that quality doesn't end at the exit of the tunnel. We must also ensure that tire shine is glossy after it dries on the tires, and that each vacuum station is functioning properly.

What

There are four items that you will need to complete the Wash Quality Report. Let's review each one.

1. Cell Phone

You will use your phone to access and complete the Wash Quality Report.

2. Wash Quality Report QR Code

On the Game Plan whiteboard, you will find a QR code for the Wash Quality Report that can be used to access the form quickly.

3. Wash Quality Report Form

This form will serve as a guide of what to look for as well as where you will record your observations.

4. Customer Vehicle Receiving a Ceramic Platinum Wash

We want to observe a car receiving the Ceramic Platinum package so that we can observe all functions of the car wash in action.

Educate

The Wash Quality Report is completed every two hours during operating hours. We complete this report at a high frequency because the car wash is ever-changing during operations. We want to ensure we are aware of and on top of any quality issues that could affect customers. As you complete the Wash Quality Report, if you recognize anything that is out of order and beyond your troubleshooting capabilities, inform your manager and submit a maintenance ticket. The Wash Quality Report has six areas that need to be monitored throughout the day. In this module, we will explain what to look for in each area and the steps for completing the report. The six areas that we focus on in the Wash Quality Report are Chemical Applicators, Equipment, Rinse, Blowers, Tire Shine and Vacuums.

Chemical Applicators

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The chemical applicators are used to apply soaps, water and waxes to the vehicle as it goes through the car wash. Improperly functioning chemical applicators, or chemicals not being applied to the proper areas of the vehicle, can lead to diminished equipment function and wash quality. When inspecting the chemical applicators, you will need to answer the following questions:

- Are any spray tips clogged or not working?
- Are all chemical applicators properly covering vehicles and not hitting the ground?
- Are all chemicals dispensing properly? Does the product look soapy on the vehicle?

Equipment

The equipment is used to clean the various parts of the vehicles. Each piece of equipment serves a specific purpose in the cleaning process, and it is important that all equipment is functioning properly. When looking at the equipment, you will need to answer the following questions:

- Are all wraps and brushes spinning correctly?
If wraps, or another piece of equipment, are not spinning correctly, it will significantly impact wash quality. It can also be a sign of a larger issue that could further impact quality.
- Are all mitts swinging and moving correctly?
Just like wraps, mitts that are not moving correctly can have an impact on quality.
- Is all equipment extending and retracting?
Equipment such as wraps and tire brushes extend and retract during the wash process. If the equipment isn't extending, it could mean that particular areas of vehicles aren't being cleaned. Similarly, if the equipment is not retracting, it could cause an issue with trailer hitches or other rear protrusions.

Rinse

The rinse is one of the last stages in the wash process. The rinse section removes all of the soaps and waxes from the vehicle as well as applies rain repellent, ceramic and drying agent to the vehicle. When looking at the rinse, you will need to answer the following questions:

- Is the mirror rinse properly rinsing the side mirror?
The mirror rinse is intended to rinse the soaps and waxes from the side view mirrors. The mirror rinse is the only part of the rinse that targets the side mirrors, so it is important that they are functioning properly. The mirror rinse also contains drying agent which is applied to the sides and rear of the vehicle. This additional drying agent on the sides and rear help us to achieve the driest car possible.
- Are any rain bars clogged or not dispensing?
The rain bars are used to dispense the rinse water, rain repellent and drying agent. Any clogs in the rain bars could impact the rinsing and drying of the vehicle.
- Is the water breaking on the vehicle after the final rinse?
As the vehicle passes under the final rain bar, the water on the vehicle should begin to break. Breaking means that the water splits apart and begins to bead on the vehicle. If the water doesn't break after the final rinse, it will impact the drying process.

Blowers

The blowers are the final stage of the wash process, and any blowers that are not functioning will impact the overall dryness of the vehicle when it exits the car wash. When observing the vehicle in the blowers, you will need to answer the following questions:

- Are all blowers functioning?
As the vehicle passes through the blowers, look to see that the water is moving off of the vehicle.
- Are all gators or powerlocks opening and closing?

Look to see that all gators or powerlocks are opening and closing as the blowers cycle up and down.

Tire Shine

Shiny, glossy tires are one of the first things customers notice about their vehicles after their wash. For this reason, it is important that the tire shine is applied correctly and evenly every time. We also need to ensure that tires appear glossy after they have had time to dry. When looking at the tire shine, you will need to answer the following questions:

Is chemical making it to the tire shine brush/pads?

Check that the brush is saturated and that tire shine is being applied to the tires. Look at the brush while it is spinning on the tire to see if the product is being dispensed.

Are both tire shine brushes spinning?

Look to see that both brushes are rotating properly. If the brush is rotating too quickly, it may sling tire shine onto the vehicle. If the brush is not rotating, tire shine may not be applied evenly on the tire.

Are the brushes extending and touching the tires?

The tire shine brushes need to extend out to the tires in order to apply the tire shine. It is also important that the tire shine brushes retract and don't touch vehicles that aren't receiving tire shine.

Do tires look glossy after drying?

Once the vehicle has exited the tunnel and had some time to dry, we want to check that the tires are, indeed, shiny. Be sure to look at both sides of the vehicle to ensure that both sides received proper tire shine coverage.

Have you received any complaints about tire shine today?

Customer complaints can often lead us to discover an issue we are having with the tire shine. Answer this question by documenting any complaints that you have received that day. If you haven't received any complaints, simply leave the box empty.

Vacuums

Once you have completed watching a Ceramic Gold wash, you will need to go into the lot to check the vacuums. It is important that all vacuums are working properly and that all claws and crevice tools are unclogged and securely attached to the vacuum hose. When we are checking on the vacuums there are two questions we want to answer.

Are all vacuum stations working and unclogged?

Remove the vacuum claw, or crevice tool, from its holder and place your hand over the end of the nozzle. Feel for good, strong suction and check that no debris is visible in the tool.

Do all vacuum hoses have a claw or crevice tool attached?

While you are checking the suction, ensure that the vacuum claw, or crevice tool, is secured tightly to the vacuum hose. Remember, vacuum tools are tightened by twisting to the left, and loosened by twisting to the right.

We also want to communicate if any vacuum stations are "out of order." If there are vacuums not working, please describe what's being done to resolve this issue to the best of your ability. If you are not sure what is being done, you can ask a manager.

Procedure

Now that you understand each section and what you should be looking for, let's go through the procedure for performing and completing the Wash Quality Report.

1. Go to the Game Plan white board located in the office
2. Use the camera on your phone to scan the QR code for the Wash Quality Report form
3. When the form appears:
 - a. Select your location from the dropdown menu

- b. Type in your first name
- c. Set the date for the report
- d. Set the time for the report

4. Go to the tunnel entrance and wait for a Ceramic Platinum wash to be loaded onto the conveyor
5. Once a Ceramic Platinum is loaded and starts down the tunnel, walk with the vehicle and observe the wash process so you can complete each section of the form.
6. Once the wash process is completed, follow the car to the lot and make note of which vacuum stall they park in
7. Begin checking each vacuum station working down the line
8. Once you reach the vacuum space that the observed vehicle is parked in, inspect the tire shine on the tires
9. Determine if any vacuums are out of order and explain the steps being taken to repair it
10. Submit the form

After Submission

Once you have submitted the Wash Quality Report, you will need to address any issues that were observed during the process. Be sure to communicate with your manager and teammates about the issues and take the opportunity to learn about the solutions or teach someone else. Remember, if the issue is beyond your troubleshooting capability, you will need to communicate with a manager to submit a maintenance ticket.

Wash Quality Report Quiz

Once the employee has completed the module, they will need to complete the quiz. In order to pass the quiz, the employee must score a 100%. If the employee does not pass on their first attempt, they will need to take the quiz again. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt the quiz again.

1. Which of the following are areas we observe for the Wash Quality Report?
 - a. **Equipment**
 - b. **Blowers**
 - c. Pay stations
 - d. Prep soap
 - e. **Vacuums**
2. Where is the QR code located?
 - a. **On the game plan whiteboard**
 - b. In the tunnel
 - c. In the customer lobby
 - d. By the NPU screen
3. The Wash Quality Report is only completed twice per day.
 - a. True
 - b. **False**
4. How often do we complete the Wash Quality Form?
 - a. Every hour
 - b. **Every two hours**
 - c. Once in the morning, once in the afternoon
 - d. It depends on store volume
5. What type of wash should we observe while completing the Wash Quality Report?
 - a. Class IV
 - b. Carnauba Gold
 - c. **Ceramic Gold**
 - d. Any wash is fine
6. What should you do after submitting a Wash Quality Report?
 - a. Go back to work
 - b. Check that the report sent
 - c. **Address any observed issues**
 - d. None of the above
7. The purpose of the Wash Quality Report is to ensure that we are consistently delivering the highest quality service to our customers.
 - a. **True**

- b. False

8. Chemical applicators are used to apply soaps, water and waxes to the vehicle as it goes through the car wash.

- a. **True**
- b. False

9. What is the final stage of the wash process?

- a. Equipment
- b. Blowers**
- c. Rinse
- d. Vacuums

10. Which of the following are not applied to the vehicle in the Rinse stage of the wash process?
(Check all that apply)

- a. Rain repellent
- b. Drying agent
- c. Tire Shine**
- d. Ceramic
- e. Presoak**

Wash Quality Demonstration

During the Demonstration, it is important that you do not stop to answer an employee's questions or provide additional information. The goal is for the employee to see the process performed in as close to a real-life scenario as possible. This uninterrupted performance will help to connect the steps or information that was learned. We will answer all questions and address any issues after the Demonstration.

Once the employee has passed the quiz, ask the employee if they have any questions and provide the answers. Then, go to the tunnel and wait for, or program, a Ceramic Platinum wash. Then, without interruption, in real-time, perform a wash quality report with the team member observing. Once you have completed the demonstration, ask if the team member has any questions and provide the answers. Then proceed to the Perform & Coach step for this module.

Wash Quality Perform & Coach

During Perform & Coach, it is important that you do not stop to answer an employee's questions, and you shouldn't stop the employee to provide additional information. The goal is for the employee to complete the process. Coaching will be provided upon completion.

Go to the tunnel and wait for, or program, a Ceramic Platinum wash. Then, without interruption, in real-time, have the team member perform a wash quality report while you observe. Once they have completed the form, ask them if they have any questions. Then review their answers to each question on the report and provide coaching as necessary. Repeat the Perform & Coach process until the team member has complete knowledge and understanding of completing a wash quality report.

Sign Off Checklists

Prep

Can the team member explain when the safety cone should be used?

Can the team member explain the importance of never standing in front of vehicles?

Can the team member explain the downtime tasks?

Can the team member

Loading

Can the team member explain the steps of the loading procedure?

Can the team member explain the importance and purpose of the loading greeting?

Can the team member explain Code 86 and when it should be used?

Can the team member explain when it's appropriate to use bug spray?

Can the team member explain when it's appropriate to use the prep gun?

Can the team member effectively guide vehicles onto the conveyor?

Does the team member deliver the loading greeting loudly and clearly to every customer?

Can the team member explain how many rollers should be behind the rear tire and why it is important?

Does the team member consistently use the proper hand and arm motions while loading?

Can the team member perform all steps of loading when there is one person in the tunnel?

Can the team member perform all steps of loading when there are two people in the tunnel?