



DEVELOPMENT PROGRAM

200

TEAM LEADER 1

Developer Guide

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TEAM LEADER 1 OVERVIEW-200

Welcome

Welcome to the Team Leader 1 Development Program. The purpose of the Team Leader 1 program is to learn about car wash equipment, the key positions at the car wash and how to perform the tasks involved for each, how to interact with customers to resolve issues encountered during the sales transaction process and make changes or updates to their accounts.

Program Overview

The Game Plan module will discuss how our hourly rotation works, the different positions in the rotation, and the responsibilities of each position. Later, in the Lot module, you will learn about the different tasks of the lot position and how to complete each one. You will also learn about the equipment used in the car wash tunnel and equipment room and our products, packages, and amenities in the Equipment and Product Knowledge modules. Next, you will learn how to assist customers and complete the sales processes for single washes, wash books, and Unlimited Speed Club memberships. Then, you will learn about assisting members with their accounts after their membership purchase.

Notes and Questions

As you go through each development program module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each module, you can review the information and your questions with the manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved 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.

GAME PLAN 201

Welcome

Welcome to the Game Plan Module. In this module, you will learn about our daily rotation and each position on the game plan board.

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 game plan board is to clearly communicate what position each team member is assigned during each hour of the day. By setting a game plan, we are able to plan our day ahead of time and ensure everyone is communicated with clearly.

What

The following are the items you will need to complete the Game Plan each day:

Game Plan Board

The game plan board is located in the office and is used to identify each team member's assigned area during each hour of the day.

Work Schedule

The location's work schedule will be needed to determine which team members are working and when.

New Hire Development Game Plan

If a new team member is on the schedule, you will need to consult the Development Game Plan to determine the appropriate positions for the team member that day.

Hourly Projections

For DRB locations, the hourly projections can be found on StatWatch. These hourly projections can be helpful in determining when each position may need more or less coverage, as well as the best times for cleaning tasks, development or other projects.

Weather Forecast

Being vigilant of the weather forecast is helpful when planning cleaning tasks, development, or other projects to be accomplished in each position that day.

Educate

The game plan is one of our greatest tools for success at WhiteWater. Designed to create an organized and structured plan for each day, the game plan board provides clear, concise communication of position assignments in a centrally located space that everyone can see. This leads to better communication, more accountability and reduced stress levels, which ultimately leads to greater team success.

Game Plan Positions

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Each position on the game plan plays an important role in ensuring customers receive the best service possible anytime they visit the car wash. While coverage needs will vary from location to location, there are always six positions available on the game plan, and all of our locations use the same terminology in order to ensure clear communication across the entire organization.

The following are the six positions on the game plan that can be assigned to team members.

Tunnel (T)

The Tunnel position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.

Pay Station (PS)

The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.

Lot (L)

The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedback and maintaining all amenities.

Break/Off (X)

This position is used to indicate when team members are on break, as well as hours they are not scheduled for work that day.

Development (D)

The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

The Development position is also used to indicate that a team member is receiving development during that period.

Quarterback (QB)

The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development positions during a single rotation.

Setting the Game Plan

To ensure that each position has appropriate coverage based on the hour of the day, available personnel and other factors, we complete the game plan board twice a day, once during store opening and again during the 1 o'clock hour.

The opening manager is responsible for completing the 7:00am-1:00pm hours during store opening, and the closing manager is responsible for completing the 2:00pm-7:00pm hours during the 1 o'clock hour.

As the day progresses, there may be a need to adjust the game plan due to labor changes, downtime, assisting customers, facility issues or other factors. Regardless of the situation, adjustments should only be made when absolutely necessary. Most importantly, any changes should be communicated with the entire team to ensure everyone is aware of the changes.

In addition to setting the game plan, the specified manager is also responsible for making any necessary adjustments and for the overall execution of the game plan.

Game Plan 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. The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedbacks and maintaining all amenities.
 - a. **True**
 - b. False
2. The Quarterback keeps an eye on the entire site and moves to the area of greatest need.
 - a. **True**
 - b. False
3. The Development position should never be used to indicate that a team member is receiving development during that period.
 - a. True
 - b. **False**
4. The game plan board is completed once a day during store opening.
 - a. True
 - b. **False**
5. The purpose of the game plan board is to clearly communicate what position each team member is assigned during each hour of the day.
 - a. **True**
 - b. False
6. The _____ position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.
 - a. **Tunnel**
 - b. Lot
 - c. Quarterback
 - d. None of the above
7. The Pay Station position is responsible for _____ customers, assisting and answering_____, informing customers about _____ and promotions and maintaining the cleanliness of the entrance and pay station areas.
 - a. Greeting; emails; sales
 - b. Helping; questions; wash books
 - c. **Greeting; questions; memberships**
 - d. Greeting; phone calls; pay stations

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8. The QB may perform tasks in what positions during a single rotation? (Select all that apply)
- a. Tunnel
 - b. Pay Station
 - c. Lot
 - d. Development
9. This position is used to indicate when team members are on break, as well as hours they are not scheduled for work that day.
- a. Tunnel
 - b. Pay Station
 - c. **Break/Off**
 - d. Development
10. When is the game plan board completed each day? (Select all that apply)
- a. **Opening**
 - b. 10:00am
 - c. **1:00pm**
 - d. 3:00pm

Game Plan 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, demonstrate completing the game plan board utilizing **Game Plan Handout 3**.

Without commentary, and in real-time, complete the morning hours of the game plan based on the work schedule for the following day. Then, completing the afternoon hours of the game plan after reviewing the wash stats for the current day.

Review the completed game plan with the team member and take them through your thought process while filling out the board. Then, give the team member **Game Plan Handout 1 & 2**, review the information and answer any questions the team member may have. Once the demonstration is complete and all team member questions have been answered, proceed to the Perform & Coach step.

Game Plan 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.

Give the team member **Game Plan Handout 3**, and ask the team member to complete the game plan board. Starting with the morning hours of the game plan based on the work schedule for the previous day. Then, completing the afternoon hours of the game plan after reviewing the wash stats for the current day.

Remember, your job at this moment is to observe and ensure that the game plan is completed. Once the game plan is complete, ask the team member to take them through your thought process while filling out the board. Then provide coaching and answer any questions.

As the opportunity arises over the coming days, allow the team member to complete the store game plan board with oversight and coaching provided by development team members.

Game Plan Handout 1—Game Plan Positions

The following are the six positions on the game plan that can be assigned to team members.

Tunnel (T)

The Tunnel position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.

Pay Station (PS)

The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.

Lot (L)

The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedbacks and maintaining all amenities.

Break/Off (X)

This position is used to indicate when team members are on break, as well as hours they are not scheduled for work that day.

Development (D)

The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

The Development position is also used to indicate that a team member is receiving development during that period.

Quarterback (QB)

The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development positions during a single rotation.

ENABLE EVERYONE TO LEAD

The Tunnel position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.

The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.

The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedbacks and maintaining all amenities.

This position is used to indicate when team members are on break as well as hours they aren't scheduled for work that day.

The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development.

[illegible]

ENABLE EVERYONE TO LEAD

The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.

Break/Off (X)
This position is used to indicate when team members are on break as well as hours they aren't scheduled for work that day.

Development (D)
The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

The Development position is also used to indicate that a team member is receiving development during that period.

Quarterback (QB)

The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development.

THE LOT 203

Welcome

Welcome to the Lot & Downtime Tasks module. In this module, you will learn about performing the duties of the Lot position, including assisting and interacting with customers, maintaining the cleanliness of the lot, completing customer feedback and maintaining all amenities. You will also learn about tasks that can be completed in the lot during periods of slower volume.

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 lot position is to ensure that customers continue to receive high-level customer service after their wash. This position is key in ensuring that all of our amenities are available and functioning and keeping the lot clean and free of trash and debris. Customers will spend more time in the lot than anywhere else at the car wash, so the lot is our biggest opportunity to make a great impression. The lot is also where we have the most opportunities to engage and interact with our customers and where we will receive the majority of customer inquiries. So, maintaining an active presence in the lot is key to delivering our signature high-level customer service. Lastly, the lot position is critical in maintaining wash quality because the lot position is the only position that sees vehicles after they have been washed. This allows the lot position to observe cars after exiting the tunnel and ensure that the car wash has functioned properly and the cars are clean.

What

The following are the items you will need perform all of the lot and downtime tasks:

1. Towels
Towels will be needed for customers as well as performing cleaning tasks.
2. Towel Cart
The towel cart holds all of the towels for customers on top and extra towels on the bottom.
3. Laundry Basket
The laundry basket is used when collecting used towels from the return baskets.
4. Washing Machine & Laundry Pods
The washing machine and laundry pods are used to clean towels after they have been used by customers or for cleaning tasks.
5. All-Purpose Cleaner
All-purpose cleaner will be used to refill detail stations as well as cleaning items throughout the lot.
6. Window Cleaner
Window cleaner will be used to refill detail stations as well as cleaning windows during downtime.

7. Chemical Dispensing Station

The chemical dispensing station is located in the equipment room and is used to dispense the all-purpose and window cleaners used to refill the self-serve detail stations.

8. Broom & Dustpan

The broom and dustpan are used when sweeping trash and debris in the lot.

9. Trash Grabber

The trash grabber is used to pick up trash in flower beds, rock beds, and other areas that can't be cleaned with a broom and dustpan.

10. Trash Cart

The trash cart is used to transport the full bags of trash from one trash can to another and then to the dumpster.

11. Trash Bags

You will need trash bags to line the trash cans that are emptied.

12. Gloves

Gloves may be used at any time while in the lot position. In the lot, gloves are commonly worn during trash collection and some cleaning tasks.

13. Salt/Ice Melt

During winter, salt and/or ice melt may become necessary for use around the lot.

14. Snow Shovel

During winter, it may become necessary to shovel snow off walkways and around the tunnel entrance and exit.

15. Tablet/Phone

A tablet or phone will be used to complete Customer Feedback Surveys performed in the lot.

16. Google Review Card

The Google Review Card has a QR code that customers can scan and leave a review specific to that location. These cards are distributed anytime we receive a favorable customer survey.

17. Recruiting Card

The Recruiting Card has a QR code that will show all of our current open positions and allow them to apply. These cards are distributed anytime we interact with someone interested in joining the WhiteWater team.

Educate

In the lot, there are many tasks that are performed throughout your assigned times. These tasks range from maintaining our amenities to emptying trash to completing customer feedback surveys, and every task makes an impact on our customer's experience. Additionally, there are tasks that can be done in the lot during downtime to further impact customers and keep the lot clean and organized. Now, let's review all of the lot tasks.

Lot Maintenance

Amenities

At each of our locations, we offer a number of amenities that customers can use at no charge. We provide these items as a courtesy to ensure customers can clean their cars inside and out. Let's review each of our amenities.

Vacuums

Our free vacuums are WhiteWater's most popular amenity. The vacuums provide a quick and convenient option for customers to get the inside of their vehicle just as clean as the outside.

To ensure our vacuums are always ready and available for customers, we must ensure that all vacuums are functioning properly. This means checking that each vacuum hose has good suction

and neither the nozzle nor the hose is clogged. We also want to keep all of the vacuum nozzles hung or in their holsters to ensure maximum suction for all vacuums in use. Lastly, keeping the vacuum hoses pulled back and out of the parking spots ensures that the hoses aren't damaged and prevents customers from stepping or tripping on them.

Towels

We provide towels for customers to use to remove excess water from their vehicles after the wash as well as clean the interior.

While in the lot position, you are responsible for keeping the towel cart well-stocked with clean towels for our customers. This is accomplished by collecting dirty towels from the return baskets, washing towels, and folding and stacking the clean towels. Finally, the clean stacks of towels are placed on the bottom of the towel cart so they are ready when the towel cart needs to be restocked for customers. One thing to always be aware of when collecting dirty towels is that customers will occasionally miss the towel return basket, and towels will end up in the trash can. So, always do a quick check in the trash can as you collect towels from each return basket.

Air Guns

Air guns can be used for additional cleaning tasks, from blowing excess water from behind mirrors and out-of-door seams to blowing debris underneath a seat. As you move around the lot, check that the air guns have a strong airflow and that there are no issues with the handle or the trigger.

Mat Cleaners

We offer both dry and wet mat cleaners. The dry mat cleaners shake out dirt that can get trapped inside floor mats. The wet mat cleaner adds water and a shampooing solution to the equation to get floor mats their cleanest. Performing frequent checks to ensure the mat cleaners are working correctly ensures they are always available to customers. We must also keep the mat cleaners and the ground around them clean. This means wiping down the outside of the mat cleaners with a towel and all-purpose cleaner and sweeping.

Detail Stations (All-Purpose & Window Cleaner)

Our state-of-the-art detail stations provide customers with all-purpose or window cleaner that can be dispensed from the detail stations onto a towel. The all-purpose cleaner can be used to clean the interior of the vehicle. It can also be safely used on the vehicle's exterior if a customer wants to perform extra cleaning on areas such as rims, running boards, etc. The window cleaner can be used to clean the side mirrors and the windows inside and out.

The detail stations are activated by a foot pedal at the bottom of each station. To operate, customers hold a towel under the nozzle at the top of the station and press down on the foot pedal until the desired amount of cleaner has been dispensed. For the detail stations to function correctly, they must always have a sufficient amount of cleaner, and the foot pedal must function properly. When either detail station is out of cleaner, we will need to refill the container housed in the back of each station. A chemical dispensing station will be used in the equipment room to refill the containers with the appropriate cleaner. Additionally, any issue with the foot pedal could impact the ability of the cleaner to be dispensed. Anytime there is an issue with the detail station, alert a manager so that they can submit a Maintenance Request. Lastly, we want to keep the detail stations clean by wiping down the outside and sweeping the ground around each station.

Sweeping the Lot

In the lot itself, there is often dirt and debris that has blown onto it or come out of customer vehicles. These items frequently collect in the various corners of the lot as well as underneath each trash can. We also want to keep all of our flower and rock beds free of trash. The trash picker can be used to remove items more easily from those areas. The trash picker can also be used around the lot. Performing frequent sweeps of the lot ensures that our customers always have a clean space to use all of our amenities.

Trash

It is essential that our customers always have the ability to discard any trash that they remove from their vehicles. To ensure this is always the case, we frequently check and empty our trash cans. At WhiteWater, trash cans are considered full when they are half-full. This ensures there is always plenty of space for customer trash and helps prevent trash cans from overflowing. When trash cans are overflowing, trash is more likely to fall out and be blown around the lot, which makes it harder to keep the lot clean. To help ensure this never happens, anytime we are doing the trash, we should always empty every trash can. To do this, start at one end of the trash cans and work your way down the line. As you go, empty each trash can into the next until you have a full trash can. Once full, remove and tie the bag, place it in the trash cart, and replace the trash bag. Repeat this process until all of the trash cans have been emptied. Then take the trash cart to the dumpster and throw away all of the trash bags. It is important to do frequent checks of the trash cans as they can go from almost empty to almost full very quickly, especially when a location is busy.

Wash Quality

As you move about the lot, you should observe the vehicles to ensure that they come out of the wash clean and that there are no quality issues, such as excess soap left on the vehicle or uneven tire shine. You can also interact with customers and ask them what they think about the quality of the wash or if they had any issues while going through the wash tunnel. Anytime a wash quality issue is discovered, you will need to notify a manager so that they can resolve the issue and ensure the customer is taken care of and receives the correct level of service.

Snow & Ice Maintenance

During winter, stores may accumulate various snow and ice buildup levels. During this time of year, the lot position will need to monitor icy areas and apply salt as necessary constantly. You will also need to ensure that the lot and vacuum spaces are free of snow buildup that could cover ice and create an unsafe situation for customers and team members. We also want the vacuum spaces to be clear so that customers track the least snow in their vehicles after they vacuum.

Customer Feedback Survey

To confirm that we are always meeting customer expectations, we complete customer feedback surveys in the lot throughout the day. These feedback surveys are critical in collecting valuable information that helps us understand customer satisfaction and how we can improve in the future. Additionally, completing a survey creates an opportunity to educate the customer on everything WhiteWater offers. Anytime we receive a favorable response to the feedback survey, you should distribute a Google Review Card. This card has a QR code that customers can scan to leave a review specific to that location. Whether a customer purchased a single wash or is a member, every customer can provide valuable feedback.

Survey Questions

The feedback survey focuses on ensuring customer satisfaction and education by asking the following questions:

Were we able to meet your expectations today?

- If not, what can we do better?

What did you enjoy most about your washing experience today?

How often do you wash?

- Non-member- Educate on the unlimited plan and savings after two washes.
- Member- Educate customers on their ability to wash at any of our 100-plus locations.
- Communicate with customers about any promotions happening at the time.

Which of our free amenities do you enjoy the most?

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- Advise customers of the amenities they may have yet to mention and ensure you are familiar with all the amenities your store has on-site (air guns, spray stations, mat cleaners, etc.

Are there any products, services, or features you wish we offered?

- If the customer confirms that we met their expectations and answer favorably to the other questions, end the survey by asking them to tell their friends and family about WhiteWater. Hand them a Google review card and ask them also to share their experience by leaving us a review.
- End the conversation by thanking the customer for their business, and have a great day!

Customer Courtesy

We want to be courteous to our customers when we are completing feedback surveys and avoid causing any stress to the customers. The two biggest things to avoid are surveying customers who are in the middle of vacuuming, as it's hard for them to hear you, and customers who are leaning over inside of their cars so as to not sneak up behind them. Additionally, customers should never be forced to answer customer feedback surveys. It is always optional.

Google Review Card

The Google review cards encourage our customers who provide us with favorable feedback from their visit via the customer survey to share their experiences with the online community. After a customer provides us with favorable feedback from their visit via the customer survey, thank the customer for their business and ask them to share their experience by leaving us a review and handing them the Google Review Card. At the customer's convenience, they can scan the code that will take them directly to that location's Google page. The more positive reviews and 5-star ratings we receive, the better the store's online reputation will be.

Additional Tasks

When you are in the lot position, there will periodically be times when the volume slows down. When this occurs, some additional tasks can be completed to further ensure the cleanliness of the lot and amenities. Let's review the additional tasks that can be completed in the lot position.

Signage

Several signs are used throughout the lot to inform customers about everything, from where to return their dirty towels to our latest promotion. Over time, these signs get dirty and may become hard for customers to read. To prevent this, wiping down the signage with a towel is a great use of downtime.

Vacuum Hoses

In addition to ensuring that the vacuums are hung, always have good suction, and that the hoses are pulled back, we also need to wipe down the hoses periodically. As customers use the vacuums, the hoses drag on the ground, collecting dirt and other substances. If any of these substances are liquids or if the ground is wet, the dirt from the hoses could rub off on a customer's vehicle or on the customer themselves. So, periodic wipe-downs with a towel and all-purpose cleaner help to prevent these issues.

Dry Mat Cleaner

The dry mat cleaner has a collection bin that captures the dirt and other particles that come out of the floor mats as they move through the machine. To keep the dry mat cleaner functioning properly, we must periodically empty the collection bin. This isn't possible when we are busy, but during downtimes, we will often have time to complete this critical maintenance task.

Detail Station Product Level

While we are always keeping a constant eye on the amount of cleaner in each detail station, downtimes are a great opportunity to top off the containers so that we are always prepared during busier times.

Recruiting Cards

One of the most impactful downtime tasks is distributing recruiting cards. As we are always looking to bring on more talented Spartans, the recruiting cards help us make applying easier for candidates. These cards are distributed anytime anyone asks about joining our team or if we have open positions. Additionally, during periods of downtime, we have more opportunities to talk to customers in general, but it also gives us more time to talk about career opportunities we have available at WhiteWater. That particular customer may not need a job then, but they may know someone who does. Having these conversations with customers and distributing the recruiting cards will help ensure that we are always fully staffed, which reduces everybody's stress levels.

The Lot 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 their first attempt, they must 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 it again.

1. To ensure our vacuums are always ready and available for customers, we must ensure that all vacuums are functioning properly.
 - a. **True**
 - b. False
2. Customer feedback surveys are critical in collecting valuable information that helps us understand customer satisfaction and how we can improve in the future.
 - a. **True**
 - b. False
3. We should give every customer a Google Review Card after completing a feedback survey.
 - a. True
 - b. **False**
4. Trash cans are considered full when they are halfway full.
 - a. **True**
 - b. False
5. Customers will spend less time in the lot than anywhere else at the car wash, so the lot is our shortest opportunity to make a great impression.
 - a. True
 - b. **False**
6. Which of the following are additional tasks? (Check all that apply)
 - a. Tunnel Walls
 - b. **Signage**
 - c. **Vacuum Hoses**
 - d. Power Washing
 - e. **Recruiting Cards**
7. The Detail Stations dispense which of the following? (Check all that apply)
 - a. **All-Purpose Cleaner**
 - b. Bug Remover
 - c. Tire Shine
 - d. **Window Cleaner**

8. The purpose of the lot position is to ensure that customers receive _____ customer service _____ their wash.
- a. **High-level; after**
 - b. High-level; before
 - c. Enough; after
 - d. Enough; before
9. Which of the following are customer amenities that must be maintained in the lot? (Check all that apply)
- a. **Air Guns**
 - b. Members Only Lane
 - c. **Detail Stations**
 - d. Signage
 - e. **Towels**
10. What should you do anytime there is an issue with the detail stations?
- a. Hang an out-of-order sign on the detail station
 - b. Diagnose the issue and make the repair
 - c. Nothing
 - d. **Alert a manager**

The Lot 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 around the car wash and show the team member where each item for the lot is located as well as how to use each one, and answer any additional questions that the team member has about each one. You will then need to demonstrate each task so that the team member can see them performed in real-time.

Once all tasks have been demonstrated and all team member questions have been answered, give the team member their copy of **Lot & Downtime Tasks Handouts 1 & 2** to review and study. Then, instruct the team member to study the handouts and be prepared to explain each piece of equipment.

The Lot 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.

Have the team member begin performing lot tasks on their own, under your supervision. Initially, the team member can use their handouts during the performance, but sign off can only be achieved when they are able to go through the process without assistance. As they perform each task provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can correctly and effectively perform all lot and downtime tasks.

The Lot Handout 1—What

The following are the items you will need perform all of the lot and downtime tasks:

1. Towels
Towels will be needed for customers as well as performing cleaning tasks.
2. Towel Cart
The towel cart holds all of the towels for customers on top and extra towels on the bottom.
3. Laundry Basket
The laundry basket is used when collecting used towels from the return baskets.
4. Washing Machine & Laundry Pods
The washing machine and laundry pods are used to clean towels after they have been used by customers or for cleaning tasks.
5. All-Purpose Cleaner
All-purpose cleaner will be used to refill detail stations as well as cleaning items throughout the lot.
6. Window Cleaner
Window cleaner will be used to refill detail stations as well as cleaning windows during downtime.
7. Chemical Dispensing Station
The chemical dispensing station is located in the equipment room and is used to dispense the all-purpose and window cleaners used to refill the self-serve detail stations.
8. Broom & Dustpan
The broom and dustpan are used when sweeping trash and debris in the lot.
9. Trash Grabber
The trash grabber is used to pick up trash in flower beds, rock beds, and other areas that can't be cleaned with a broom and dustpan.
10. Trash Cart
The trash cart is used to transport the full bags of trash from one trash can to another and then to the dumpster.
11. Trash Bags
You will need trash bags to line the trash cans that are emptied.
12. Gloves
Gloves may be used at any time while in the lot position. In the lot, gloves are commonly worn during trash collection and some cleaning tasks.
13. Salt/Ice Melt
During winter, salt and/or ice melt may become necessary for use around the lot.
14. Snow Shovel
During winter, it may become necessary to shovel snow off walkways and around the tunnel entrance and exit.
15. Tablet/Phone
A tablet or phone will be used to complete Customer Feedback Surveys performed in the lot.
16. Google Review Card
The Google Review Card has a QR code that customers can scan and leave a review specific to that location. These cards are distributed anytime we receive a favorable customer survey.
17. Recruiting Card
The Recruiting Card has a QR code that will show all of our current open positions and allow them to apply. These cards are distributed anytime we interact with someone interested in joining the WhiteWater team.

Lot & Downtime Tasks Handout 2—Customer Feedback Survey



OVERVIEW:

- Customers Surveys are performed by employees seeking responses from customers in the vacuum lot after they have already washed. Customers who are surveyed could be single washers or members.
- The intent of the survey would be to encourage the employees to interact with the customer and collect valuable information that would help us understand the customer's satisfaction regarding quality, their likes/dislikes, and things we can do to improve in the future. Surveys should be quick and feel like a conversation with the customer.

SURVEY QUESTIONS:

- **Were we able to meet your expectations today?**
 - If no, what can we do better (make it right for the customer)?
- **What did you enjoy most about your wash experience today?**
- **How often do you wash?**
 - Non-member- Educate on the unlimited plan and savings after two washes.
 - Member- Educate customer on their ability to wash at any of our 100 plus locations.
 - Communicate with customer any promotions happening at the time.
- **Which of our free amenities do you enjoy the most?**
 - Advise customer of the amenities they may have not mentioned and make sure you are familiar with all the amenities your store has on-site (air guns, spray stations, mat cleaners, etc.).
- **Are there any products, services, or features you wished we offered?**

If the customer answers **YES** to us meeting their expectations and favorably to the other questions, end the survey by asking them to tell their friends and family about WhiteWater. Hand them a Google review card and ask them also to share their experience by leaving us a review.

End the conversation by thanking the customer for their business and have a great day!

ADDITIONAL DETAILS:

- Avoid surveying customers who are in the middle of vacuuming as it's hard for them to hear you.
- Also avoid customers who are leaning over inside of their cars as to not sneak up behind them.
- The existing QR codes and links have been updated to reflect the new questions.
- Reporting on customer feedback will be provided monthly.

QUESTIONS/COMMENTS: Email: marketingteam@whitewatercw.com

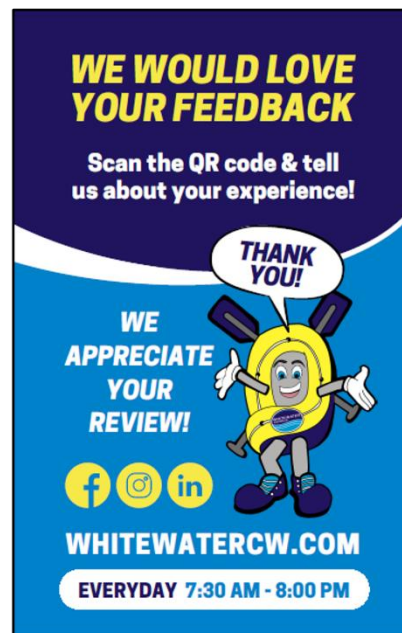
GOOGLE REVIEW CARDS

2023



OVERVIEW:

- Google review cards encourage our raving fans (both members and single washers) to share their experiences with the online community.
- After a customer provides us with positive and favorable feedback from their visit via the customer survey, thank the customer for their business and ask them to share their experience by leaving us a review and handing them the Google Review Card.
- At the customer's convenience, they can scan the code that will take them directly to your location's Google page.
- Collecting positive reviews and 5-star ratings is critical to your store's online reputation.



ADDITIONAL DETAILS:

- To reorder review cards, visit the intranet in the Marketing/Branding tab, and select 'Marketing Collateral Form' to order specifically for your store.
- Reporting regarding the number of Google Reviews and rating will be provided monthly to show improvements in scores and growth in the number of reviews.

QUESTIONS/COMMENTS: Email: marketingteam@whitewatercw.com

EQUIPMENT KNOWLEDGE-TUNNEL 204

Welcome

Welcome to the Equipment Knowledge-Tunnel Module. In this module, you will learn about the equipment in the car wash tunnel and how it functions.

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

We want everyone in our stores to understand the equipment they are working with daily. The purpose of being knowledgeable about the equipment used in the car wash tunnel is to ensure effective communication with your team about any observed issues and familiarity with how each piece should function. Solid knowledge of the equipment lays the groundwork for later when you begin helping to maintain, troubleshoot and repair equipment.

What

The following are the items you will need to become knowledgeable about the equipment in the tunnel:

- List of All Tunnel Equipment

A list of all tunnel equipment we use will allow you to review and study the information. You will receive this list at the completion of this module.

Educate

In each of our car wash tunnels, we use several different pieces of equipment, and each one serves an essential purpose. The equipment package varies from wash to wash, and your location may not have everything discussed in this module, but your manager will review the equipment at your site. Let's examine each piece of tunnel equipment and its functions.

Applicators

Foam Generator

Foam generators are tubes that contain coarse, sponge-like material that chemicals move through once the chemical is dispensed from the equipment room. As a product goes through a foam generator tube, the material makes the product become foamy and then dispenses a foamy product onto the vehicle. In addition, when the product is dispensed from the equipment room, the air is also moved into the foam generator, which further aids in foaming the solution. Depending on the application of the product, foam generators can be paired with a multitude of applicators such as a max foamer, K-nozzle or banana foamer.

Chemical Tire Applicator

A chemical tire applicator, or CTA, applies cleaning products to the wheels and tires.

Correlator

The correlator is located at the entrance of the tunnel just before the conveyor and functions to ensure that the rear wheels of the vehicle line up properly with the conveyor. Correlators are made up of multiple bars or rollers that rotate as they position the vehicle.

Conveyor

The conveyor is the workhorse of the car wash, and it is the most critical piece of equipment in the tunnel. The conveyor is responsible for moving vehicles through the tunnel and is capable of moving several full-sized vehicles at one time. When referring to the conveyor, there are multiple components that make up the piece of equipment, and each piece is important to the overall functionality of the conveyor. Additionally, the conveyor can be powered by either a hydraulic or electric motor. Let's review each section and component of the conveyor:

Chain & Rollers

The chain is a series of interlocking links that travel the length of the conveyor in a loop, and the rollers are intertwined with the chain. The rollers sit behind the rear tire and move with the chain push vehicles through the tunnel. At our locations, we have various types of chains and rollers, but regardless of type, they all serve the same purpose and function.

Take-up Section

The take-up section sits at the tunnel entrance right after the correlators. The take-up section consists of the take-up drum, roller-up forks, shocks and an air cylinder.

Drive Section

The drive section is the last part of the conveyor and is located at the exit end. The drive section is made up of the sprocket, HECO drive and, depending on your location, the pulse switch.

Tire Switch

The tire switch is a pressure pad, or photo eyes, located on the passenger side of the tunnel just past the correlator. As the vehicle enters the tunnel, the pressure pad counts two pressures, and after the second pressure, it activates the air cylinder that engages the roller up forks so the rollers can move to the top deck of the conveyor. Similarly, when the photo eyes detect a second break in the eyes, the air cylinder will activate the forks.

In addition to activating the roller-up forks, the tire switch measures the distance between the wheels on the vehicle. This measurement then enables the CTAs to apply wheel cleaner at the proper times.

Photo Eyes

The photo eyes are located just behind the entrance arch. They measure the length of the vehicle based on when the eyes are broken and when they come back together. Be sure not to cross between the eyes during operations, as you could activate the car wash.

Vehicle Profile Detector (VPD)

The vehicle profile detector, or VPD, is located just after the grand entry arch and uses sonar to measure the height of vehicles to aid in detecting truck beds and activating open bed retracts when needed.

Wraps

The wraps utilize an all-friction cleaning process to clean the front, sides and back of the vehicle. Of all the tunnel equipment, the wraps have the most contact with the vehicle. Touching the entire grill, vehicle sides from top-to-bottom and the back of the vehicle. Wraps are powered by either a hydraulic or electric motor that is mounted to the brush shaft.

Tire Brush & Tire Shiner

The tire brush and tire shiner are vertical brushes that focus on the wheels and tires. Both brushes rotate on a shaft that is connected to either a hydraulic or electric motor.

The tire brush is located towards the middle of the tunnel and is used to provide friction cleaning to the wheels and tires. The tire shiner is used to apply tire shine to the tires at the end of the wash.

Rocker Brush

The rocker brushes utilize an all-friction cleaning process, and they focus on the rocker panels and the lower quarter of the vehicle. While not always the case, rocker brushes are commonly found affixed to the tire brushes.

Side Washers

The side washers utilize an all-friction cleaning process, and they focus on the sides of the vehicle. Side washers have many size variations, but they will always only focus on the sides of the vehicle. Side washers are powered by either a hydraulic or electric motor that is mounted to the brush shaft.

Mitters

The mitter is made up of free-hanging cloth and is used to clean the top surfaces of the vehicle, including the hood and roof. Mitters move either front-to-back or side-to-side, but the movement direction does not alter their function, only the pattern in which the material moves across the vehicle. When the mitter is engaged, the motor begins to move the gearbox, which is connected to the drive arm. As the gearbox turns, the drive arm moves the basket. This creates the motion of the mitter as the vehicle passes through it.

Top Brush

The top brush utilizes an all-friction cleaning process and focuses on the top of the vehicle, including the hood, roof, trunk and rear of the vehicle. The top brush is powered by either a hydraulic or electric motor that is mounted to the brush shaft.

High-Pressure Rinse & Wheel Blasters

The high-pressure rinse utilizes high-pressure water to remove end-line soaps and waxes to prepare the vehicle for the final rinse and drying processes. Similarly, the wheel blasters provide a high-pressure rinse of the wheels, tires and the lower portion of the vehicle.

Underbody

The underbody is used to rinse and remove road grime, salts and other corrosive materials from the underside of the vehicle.

Rain Bars

Rain bars are utilized during our rinse process to provide a gentle rinse of the vehicle as well as to apply end-line sealants and protectants. Rain bars come in various configurations, including 1-hole, 2-hole and 3-hole. The configuration will depend on what they are being used to dispense and the volume required.

Mirror Rinse

Similar to a rain bar, the mirror rinse provides a gentle rinse of the vehicle. The mirror rinse focuses on side view mirrors and the sides and back of the vehicle.

Blowers

The blowers are located at the end of the tunnel after the rinse section and are used to dry the vehicle. Blowers are powered by individual motors that allow blowers to function independently of one another.

Anti-Collision

The anti-collision is located at the end of the tunnel and detects when a vehicle is stopped at the exit. The anti-collision may be in the form of one- or two-stage floor-mounted sensor pads or photo eyes mounted at the exit of the tunnel.

If a vehicle has activated the anti-collision, and the vehicle behind it gets within the distance threshold, the conveyor will stop until the vehicle moves from the tunnel exit. Once the anti-collision is clear of the vehicle, the tunnel will restart.

Wait/Go Light

The Wait/Go light is located after the exit of the tunnel and is used to indicate to customers when it is time to shift their vehicle back into drive and exit the tunnel.

Trench

The trench is the area that houses the conveyor as well as the open space underneath the grates in the tunnel. All the dirt, grime, water and everything else in the tunnel drains down into the trench.

Equipment Knowledge-Tunnel Quiz

Once the employee has completed the module, they will need to complete the quiz. 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. What measures the length of the vehicle?
 - a. Anti-Collision Pad
 - b. Vehicle Profile Detector
 - c. Take-up Section
 - d. Photo Eyes**
2. Where is the take-up section of the conveyor located?
 - a. At the tunnel entrance, right after the correlators**
 - b. The exit end of the tunnel
 - c. A & B
 - d. None of these
3. The _____ is a series of interlocked links that travel the length of the conveyor in a loop, and the rollers are intertwined with the chain. The _____ sit behind the rear tire and move with the chain push vehicles through the tunnel.
 - a. Chain; movers
 - b. Chain; rollers**
 - c. Conveyor; rollers
 - d. Conveyor; chain
4. What houses the conveyor as well as the open space underneath the grates in the tunnel
 - a. Take-up Section
 - b. Drive Section
 - c. Correlators
 - d. Trench**
5. Where is the drive section of the conveyor located?
 - a. At the tunnel entrance, right after the correlators
 - b. The exit end of the tunnel**
 - c. A & B
 - d. None of these
6. The conveyor can be powered by a hydraulic or electric motor.
 - a. True**
 - b. False
7. The conveyor can only be powered by an electric motor.
 - a. True
 - b. False**

8. Match the following equipment with its description.

Drive Section	The last part of the conveyor, located at the exit end
Take-up Section	Consists of a drum, forks, shocks and an air cylinder.
Correlator	Ensures that the rear wheels of the vehicle line up properly with the conveyor.
Tire Switch	Activates the air cylinder that engages the roller up forks.

9. Match the following equipment with its description.

Anti-Collision Pad	Detects when a vehicle is stopped at the exit.
Vehicle Profile Detector	Used to measure the depth of the vehicle to aid in detecting truck beds and activating open bed retracts when needed.
Tire Shiner	Used to apply tire shine to the tires.
Photo Eyes	Measure the length of the vehicle.

10. Match the following equipment with its description.

Mitters	Free-hanging cloth used to clean the top surfaces of the vehicle including the hood and roof.
Side Washers	Utilize an all-friction cleaning process to clean the sides of the vehicle.
Wraps	Utilize an all-friction cleaning process to clean the front, sides and back of the vehicle.
Tire Brush	Vertical brush that focuses on cleaning the wheels and tires

Equipment Knowledge-Tunnel 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 show the team member where each piece of equipment is in the tunnel. As you go through the tunnel, review the purpose and function of each piece of equipment and answer any additional questions that the team member has about each one.

Once all team member questions have been answered, give the team member their copy of **Equipment Knowledge-Tunnel Handout** to review and study. Then, instruct the team member to study the handouts and be prepared to explain each piece of equipment.

Equipment Knowledge-Tunnel 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.

Have the team member take you through the tunnel and identify where each piece of equipment is in the tunnel. They will also need to be able to explain the purpose and function of each piece of equipment. Initially, the team member can use their handouts during the performance but sign off can only be achieved when they are able to go through the process without assistance. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can sufficiently identify and answer questions about the equipment.

Keep in mind that at this point, the team member has not learned about the equipment in the Equipment Room so your focus should be on the tunnel equipment itself, not how it interacts with equipment in the Equipment Room.

This will be covered in Module 205 Equipment Knowledge-Equipment Room.

Equipment Knowledge-Tunnel Handout

Applicators

Foam Generator

Foam generators are tubes that contain coarse, sponge-like material that chemicals move through once the chemical is dispensed from the equipment room. As a product goes through a foam generator tube, the material makes the product become foamy and then dispenses a foamy product onto the vehicle. In addition, when the product is dispensed from the equipment room, the air is also moved into the foam generator, which further aids in foaming the solution. Depending on the application of the product, foam generators can be paired with a multitude of applicators such as a max foamer, K-nozzle or banana foamer.

Chemical Tire Applicator

A chemical tire applicator, or CTA, applies cleaning products to the wheels and tires.

Correlator

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Conveyor

The conveyor is the workhorse of the car wash, and it is the most critical piece of equipment in the tunnel. The conveyor is responsible for moving vehicles through the tunnel and can move several full-sized vehicles at one time. When referring to the conveyor, there are multiple components that make up the piece of equipment, and each piece is important to the overall functionality of the conveyor. Additionally, the conveyor can be powered by either a hydraulic or electric motor. Let's review each section and component of the conveyor:

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The chain is a series of interlocking links that travel the length of the conveyor in a loop, and the rollers are intertwined with the chain. The rollers sit behind the rear tire and move with the chain push vehicles through the tunnel. At our locations, we have various types of chains and rollers, but regardless of type, they all serve the same purpose and function.

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In addition to activating the roller-up forks, the tire switch measures the distance between the wheels on the vehicle. This measurement then enables the CTAs to apply wheel cleaner at the proper times.

Photo Eyes

The photo eyes are located just behind the entrance arch. They measure the length of the vehicle based on when the eyes are broken and when they come back together. Be sure not to cross between the eyes during operations, as you could activate the car wash.

Vehicle Profile Detector (VPD)

The vehicle profile detector, or VPD, is located just after the grand entry arch and uses sonar to measure the height of vehicles to aid in detecting truck beds and activating open bed retracts when needed.

Wraps

The wraps utilize an all-friction cleaning process to clean the front, sides and back of the vehicle. Of all the tunnel equipment, the wraps have the most contact with the vehicle. Touching the entire grill, vehicle sides from top-to-bottom and the back of the vehicle. Wraps are powered by either a hydraulic or electric motor that is mounted to the brush shaft.

Tire Brush & Tire Shiner

The tire brush and tire shiner are vertical brushes that focus on the wheels and tires. Both brushes rotate on a shaft that is connected to either a hydraulic or electric motor.

The tire brush is located towards the middle of the tunnel and is used to provide friction cleaning to the wheels and tires. The tire shiner is used to apply tire shine to the tires at the end of the wash.

Rocker Brush

The rocker brushes utilize an all-friction cleaning process, and they focus on the rocker panels and the lower quarter of the vehicle. While not always the case, rocker brushes are commonly found affixed to the tire brushes.

Side Washers

The side washers utilize an all-friction cleaning process, and they focus on the sides of the vehicle. Side washers have many size variations, but they will always only focus on the sides of the vehicle. Side washers are powered by either a hydraulic or electric motor that is mounted to the brush shaft.

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Top Brush

The top brush utilizes an all-friction cleaning process and focuses on the top of the vehicle, including the hood, roof, trunk and rear of the vehicle. The top brush is powered by either a hydraulic or electric motor that is mounted to the brush shaft.

High-Pressure Rinse & Wheel Blasters

The high-pressure rinse utilizes high-pressure water to remove end-line soaps and waxes to prepare the vehicle for the final rinse and drying processes. Similarly, the wheel blasters provide a high-pressure rinse of the wheels, tires and the lower portion of the vehicle.

Underbody

The underbody is used to rinse and remove road grime, salts and other corrosive materials from the underside of the vehicle.

Rain Bars

Rain bars are utilized during our rinse process to provide a gentle rinse of the vehicle as well as to apply end-line sealants and protectants. Rain bars come in various configurations, including 1-hole, 2-hole and 3-hole. The configuration will depend on what they are being used to dispense and the volume required.

Mirror Rinse

Similar to a rain bar, the mirror rinse provides a gentle rinse of the vehicle. The mirror rinse focuses on side view mirrors and the sides and back of the vehicle.

Blowers

The blowers are located at the end of the tunnel after the rinse section and are used to dry the vehicle. Blowers are powered by individual motors that allow blowers to function independently of one another.

Anti-Collision

The anti-collision is located at the end of the tunnel and detects when a vehicle is stopped at the exit. The anti-collision may be in the form of one- or two-stage floor-mounted sensor pads or photo eyes mounted at the exit of the tunnel.

If a vehicle has activated the anti-collision, and the vehicle behind it gets within the distance threshold, the conveyor will stop until the vehicle moves from the tunnel exit. Once the anti-collision is clear of the vehicle, the tunnel will restart.

Wait/Go Light

The Wait/Go light is located after the exit of the tunnel and is used to indicate to customers when it is time to shift their vehicle back into drive and exit the tunnel.

Trench

The trench is the area that houses the conveyor as well as the open space underneath the grates in the tunnel. All the dirt, grime, water and everything else in the tunnel drains down into the trench.

EQUIPMENT KNOWLEDGE-EQUIPMENT ROOM-205

Welcome

Welcome to the Equipment Knowledge-Equipment Room Module. In this module, you will learn about the equipment in the car wash equipment room and how it functions.

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 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

Just like with the equipment in the tunnel, we want everyone to understand the equipment they are working with daily. Knowledge of the equipment used in the equipment room is important to ensure effective communication with your team about any observed issues and familiarity with how each piece functions. Having a solid knowledge of the equipment lays the groundwork for later when you are helping to maintain, troubleshoot and repair it.

What

The following are the items you will need to become knowledgeable about the equipment in the equipment room:

- List of Equipment Room Equipment

A list of equipment used in the equipment room will allow you to review and study the information.

Educate

We use several items in the equipment room, and each piece serves a specific and essential purpose. Most things in the equipment room are responsible for powering the equipment and chemical functions in the tunnel. Your location may not have everything discussed in this module; you may even have some items that aren't covered. Additionally, not all locations have their equipment in one room. Some locations have separate electrical rooms that house the electrical components found in the equipment room. Regardless of the equipment and location, your manager will review all the equipment and its locations at your store. Now, let's examine each piece of equipment and their functions.

Tunnel Controller (TC)

The tunnel controller, or TC, controls the timing of equipment function. Within the TC, there are multiple relay cards that each have individual relays. Each relay is programmed with specific timing parameters that dictate when equipment turns on or off based on the vehicle's location in the tunnel. Relays can be in one of three positions: ON, OFF or AUTO. Under normal operations, relays are set to AUTO, which means the equipment functions based on the timing specifications. When the relay is set to ON, the equipment will activate. The equipment will not turn off in the ON position until the relay is moved to either the AUTO or OFF position. Lastly, when the relay is in the OFF position, the equipment will not activate.

High-Pressure Pump Station

The high-pressure pump station generates the high-pressure water used in the car wash. High-pressure is used in the tunnel for the prep guns, wheel blasters, Omnis and the high-pressure rinse.

The pump station comprises multiple components that all work together to produce high-pressure water in the tunnel. Let's review each element of the pump station.

Holding Tank

The holding tank houses the water that the pump sends to the tunnel. Within the holding tank is a float valve that controls water flow into the tank. When the water level drops below a certain level, the float valve engages, and water is added to the tank until the minimum threshold is reached.

Motor & Pump

The motor and pump generate and send high-pressure water to the tunnel. The motor and pump both have a wheel mounted to them, which is then connected using belts. When the motor activates, its wheel turns, consequently turning the wheel on the pump. The pump generates the pressure and sends the high-pressure water to the appropriate equipment in the tunnel. To control the pressure, the pump has a regulator valve that can be adjusted to increase or decrease the amount of pressure generated.

Powerpack

Anytime a hydraulic motor in the tunnel powers a piece of equipment, you will find a powerpack in the equipment room. The powerpack comprises two main components, the hydraulic tank and the motor. The hydraulic tank contains the hydraulic fluid that is used to turn the motor in the tunnel. The fluid is pumped from the powerpack to the tunnel equipment and back to the powerpack in a continuous loop. The motor on the powerpack generates all the power used to move the fluid through the lines and move the equipment.

Tire Shine Panel

The tire shine panel controls all the tire shiner's functions. It controls the pressure of the arm on the tires and the air pressure and timing for dispensing tire shine onto the brushes. From this panel, we can control how much product is applied to the brushes, how long the product should be dispensed and at what frequency.

Water Softener

The water softener ensures that the water used in the car wash is free of hard minerals. The more minerals in the water, the harder the water. These minerals inhibit the water's ability to mix with the car wash chemicals properly. The softer water allows the chemicals to work better, decreasing the amount of chemicals needed to create the proper mixture.

Salt Tank

The water softener uses salt to soften the water that comes into the building. To do so, the unit must have a sufficient and consistent supply of salt. So, water softeners are accompanied by a salt tank that holds the salt. The salt tank must be refilled periodically to ensure appropriate amounts of salt are available to the water softener.

Air Compressor

The air compressor generates all the pressurized air used at the car wash. Air cylinders and the air guns in the customer lot use pressurized air. The air compressor is made up of a pump and a motor. Like on a high-pressure pump station, the motor turns, which engages the pump via belts connecting the two. Air from the atmosphere is pulled into the pump, pressurized, and sent to the holding tank for use when it is needed. The holding tank only holds so much air, so the compressor only runs when it needs to generate air to return the holding tank to the minimum threshold.

Auto-Drain

The auto drain releases air at a predetermined interval, draining excess pressure and moisture from the air compressor tank.

Boiler

A boiler is used to heat a liquid. In the car wash, a boiler can heat the water for the car wash and antifreeze for the floor heat systems we have in our colder markets.

Equipment Knowledge-Equipment Room Quiz

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

1. The Tunnel Controller (TC) is used to control the _____ of equipment function.
 - a. Speed
 - b. Power
 - c. Timing**
 - d. All the above
2. Which of the following are not components of the high-pressure pump station? (Check all that apply)
 - a. Holding Tank
 - b. Salt Tank**
 - c. Auto Drain**
 - d. Motor & Pump
3. Which piece of equipment uses a salt tank?
 - a. Air Compressor
 - b. Holding Tank
 - c. Tire Shine Panel
 - d. Water Softener**
4. The tire shine panel controls all the _____ functions.
 - a. Tire Brush
 - b. Water Softener
 - c. Tire Shiner**
 - d. Tunnel Controller
5. The high-pressure pump station is used to _____.
 - a. Ensures that the water used in the car wash is free of hard minerals
 - b. Generate all the pressurized air used at the car wash
 - c. Generate high-pressure water for the car wash tunnel**
 - d. Reduce the pressure of the city water coming into the car wash
6. The auto drain releases air at a predetermined interval, draining excess pressure and moisture from the _____.
 - a. Boiler
 - b. Air Compressor**
 - c. Tire Shine Panel
 - d. Water Softener
7. The equipment in the equipment room is the same at every location.
 - a. True
 - b. False**

8. Boilers are typically only found at locations in our colder markets.
- a. **True**
 - b. False
9. Any time a hydraulic motor in the tunnel powers a piece of equipment, a powerpack is found in the equipment room.
- a. **True**
 - b. False
10. In the Tunnel Controller, relays can be in which of the following positions? (Select all that apply)
- a. **ON**
 - b. **OFF**
 - c. RUN
 - d. **AUTO**

Equipment Knowledge-Equipment Room Demonstration

During the Demonstration, it is important that you do not stop to answer 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 team member has passed the quiz, ask if they have any questions and provide the answers. Then, go to the equipment room and show the team member where each piece of equipment is located.** As you go through the equipment room, review the purpose and function of each piece of equipment and answer any additional questions that the team member has about each one.

Once all team member questions have been answered, give the team member their copy of **Equipment Knowledge-Equipment Room Handout** to review and study. Then, instruct the team member to study the handouts and be prepared to explain each piece of equipment.

**Depending on location, equipment may be in multiple places and/or rooms. In these situations, ensure the team member also knows the exact locations of each piece of equipment.

Equipment Knowledge-Equipment Room Perform & Coach

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

Have the team member take you through the tunnel and identify where each piece of equipment is in the tunnel. They will also need to be able to explain the purpose and function of each piece of equipment. Initially, the team member can use their handouts during the performance but sign off can only be achieved when they are able to go through the process without assistance. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can sufficiently identify and answer questions about the equipment.

Equipment Knowledge-Equipment Room Handout

Tunnel Controller (TC)

The tunnel controller, or TC, controls the timing of equipment function. Within the TC, there are multiple relay cards that each have individual relays. Each relay is programmed with specific timing parameters that dictate when equipment turns on or off based on the vehicle's location in the tunnel. Relays can be in one of three positions: ON, OFF or AUTO. Under normal operations, relays are set to AUTO, which means the equipment functions based on the timing specifications. When the relay is set to ON, the equipment will activate. The equipment will not turn off in the ON position until the relay is moved to either the AUTO or OFF position. Lastly, when the relay is in the OFF position, the equipment will not activate.

High-Pressure Pump Station

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Holding Tank

The holding tank houses the water that the pump sends to the tunnel. Within the holding tank is a float valve that controls water flow into the tank. When the water level drops below a certain level, the float valve engages, and water is added to the tank until the minimum threshold is reached.

Motor & Pump

The motor and pump generate and send high-pressure water to the tunnel. The motor and pump both have a wheel mounted to them, which is then connected using belts. When the motor activates, its wheel turns, consequently turning the wheel on the pump. The pump generates the pressure and sends the high-pressure water to the appropriate equipment in the tunnel. To control the pressure, the pump has a regulator valve that can be adjusted to increase or decrease the amount of pressure generated.

Powerpack

Anytime a hydraulic motor in the tunnel powers a piece of equipment, you will find a powerpack in the equipment room. The powerpack comprises two main components, the hydraulic tank and the motor. The hydraulic tank contains the hydraulic fluid that is used to turn the motor in the tunnel. The fluid is pumped from the powerpack to the tunnel equipment and back to the powerpack in a continuous loop. The motor on the powerpack generates all the power used to move the fluid through the lines and move the equipment.

Tire Shine Panel

The tire shine panel controls all the tire shiner's functions. It controls the pressure of the arm on the tires and the air pressure and timing for dispensing tire shine onto the brushes. From this panel, we can control how much product is applied to the brushes, how long the product should be dispensed and at what frequency.

Water Softener

The water softener ensures that the water used in the car wash is free of hard minerals. The more minerals in the water, the harder the water. These minerals inhibit the water's ability to mix with the car wash chemicals properly. The softer water allows the chemicals to work better, decreasing the amount of chemicals needed to create the proper mixture.

Salt Tank

The water softener uses salt to soften the water that comes into the building. To do so, the unit must have a sufficient and consistent supply of salt. So, water softeners are accompanied by a salt tank that holds the salt. The salt tank must be refilled periodically to ensure appropriate amounts of salt are available to the water softener.

Air Compressor

The air compressor generates all the pressurized air used at the car wash. Air cylinders and the air guns in the customer lot use pressurized air. The air compressor is made up of a pump and a motor. Like on a high-pressure pump station, the motor turns, which engages the pump via belts connecting the two. Air from the atmosphere is pulled into the pump, pressurized, and sent to the holding tank for use when it is needed. The holding tank only holds so much air, so the compressor only runs when it needs to generate air to return the holding tank to the minimum threshold.

Auto-Drain

The auto drain releases air at a predetermined interval, draining excess pressure and moisture from the air compressor tank.

Boiler

A boiler is used to heat a liquid. In the car wash, a boiler can heat the water for the car wash and antifreeze for the floor heat systems we have in our colder markets.

PRODUCT KNOWLEDGE-206

Welcome

Welcome to the Product Knowledge Development Module. In this module, you will learn about the products, wash packages, and amenities offered at the car wash.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and 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. A score of 100% must be achieved 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

We all must answer questions regarding wash products, packages, or amenities similarly to avoid causing customer confusion. We want our customers to clearly understand what each product and service provides, and that all starts with having consistent answers and explanations of our products and services.

What

The following are the items you will need to become knowledgeable about our products, wash package, and amenities:

1. Product Knowledge Handouts

The handouts include all our wash products, packages, and amenities to review and study the information. A complete understanding of the products used in each package and the pricing is crucial in answering customer questions about our unlimited speed clubs.

2. Wash Package Pricing

The prices of our washes and plans may vary by market. Your manager will advise you of the pricing structure for your location.

3. Pocket Guide

The pocket guide contains wash product and package descriptions and can be used as a quick reference to ensure we always deliver accurate information to customers.

Educate

Like any cleaning process, several products are used to achieve each customer's desired outcome. Similarly, depending on the desired cleaning level, you may choose from varying packages. As a car wash, that's precisely what we are: a cleaning process offered at multiple levels of service.

One of the most vital parts of working at WhiteWater is a solid understanding of our products and services. Not only do we need to be familiar with and knowledgeable of the products we work with day-to-day, but we must also be able to explain those products to our customers. In addition to understanding our products, we must know which products are used in each wash package and where they are in the tunnel. Each package includes different levels of cleaning performed in the tunnel, and we must understand the differences between them to ensure we can answer customer questions about services and provide proper recommendations.

As you go through the rest of this module, you will learn our standard descriptions and definitions of each product and package we offer. Every team member will use these standard definitions when answering customer questions. This consistency makes it easy for everyone to communicate the same information to customers regardless of who is conversing.

Wash Products

We offer several different products in our washes, and each one plays a vital role in achieving our desired cleaning product. A clear understanding of each product and its benefits in the wash process is necessary to explain each product consistently and accurately to customers. Let's review each of our products, the benefits of each one, and our standard description for each one.

Bug Spray & Prep

A product designed to aid in dissolving organic soils and heavy bug residue on bumpers and windshields.

Wheel Clean

A high-strength solution designed to clean the organic soils on tires and wheels.

Tri Foam

A high-foaming detergent designed to further condition detergents into the surface to prepare the vehicle for any endline waxes and sealants.

Underbody

Helps to prevent rust and corrosion by removing corrosive agents that can accumulate on the underside of vehicles that frequently travel on salt-treated roads or in areas with harsh weather conditions. **Note:** Underbody is only available in our Ohio, Kentucky, and Michigan markets.

SuperShine

A fast-acting drying agent designed to create large beads of water to assist the dryers with efficient water removal.

Rain Repellant

A rinse additive that helps repel rain and adds surface protection from all weather conditions.

Tire Shine

A water-based product that leaves a high shine on tires with minimal sling.

Carnauba Wax

A carnauba-based wax that leaves a polymer coating on the surface and leaves a hand wax shine and feel.

Ceramic Smooth

A high-foaming ceramic-infused wax that provides a ceramic coating and results in a smooth, shiny, glass-like surface.

Ceramic Shine

A ceramic-infused total body protectant that seals in the glass-like finish from the Ceramic Smooth and provides long-lasting protection.

Rinse & Dry

A three-stage rinse process removes any remaining detergents or soaps to prepare the vehicle for the drying process, which consists of multiple high-power blowers.

3-Day Rain Check

If it rains within three days of a single wash purchase, customers can scan the barcode on their original receipt to receive the same wash they purchased. The original receipt must be present to receive the rain check wash.

Wash Packages

We offer multiple wash packages that provide varying levels of service. While all our packages produce a clean car, the higher-level packages offer increased cleaning, better paint protection, and longer-lasting cleaning. Let's review each of our wash packages and the products they include.

WhiteWater Wash

The WhiteWater Wash adds wheel cleaning, polishing, protective waxes, and increased drying effectiveness. The WhiteWater Wash includes:

Wheel Clean

Tri Foam

SuperShine

Class V Wash

The Class V Wash adds additional protection from weather and other natural elements. The Class V Wash includes:

WhiteWater Wash

Tire Shine

Rain Repellant

Carnauba Gold Wash

The Carnauba Gold Wash increases the protection and shine of the vehicle's paint. This increased protection provides longer-lasting results and a shine that won't fade. The Carnauba Gold Wash includes:

Class V Rapids Wash

Carnauba Wax

3-Day Rain Check

Ceramic Platinum Wash

The Ceramic Platinum Wash includes a two-step ceramic wax application to deliver maximum cleaning and protection and a showroom shine. The Ceramic Platinum Wash includes:

Carnauba Gold Wash

Ceramic Shine

Ceramic Smooth

3-Day Rain Check

Pocket Guide

The pocket guide is a small card that can be used as a quick reference guide for products and services when educating questions. The pocket guide is to be used infrequently and only when you aren't 100 percent sure of a product or package description and need a quick reminder. When you need to use the pocket guide, it is crucial to convey to the customer that you want to double-check the description before you answer their question. Additionally, it is best not to rely on the pocket guide to answer questions.

Amenities

We offer several amenities at each location that customers can use at no charge with the purchase of a wash. We provide these items as a courtesy to ensure customers can clean their cars inside and out. Let's review each of our amenities.

Vacuums

Our most popular amenity, free vacuums, provide a quick and convenient option for customers to get the inside of their vehicle as clean as the outside.

Towels

We provide towels for customers to use inside and outside the vehicle after washing.

Air Guns

Air guns can be used for various additional cleaning tasks, from blowing excess water from mirrors and door seams to blowing debris from underneath a seat.

Mat Cleaners

We offer both dry and wet mat cleaners. The dry mat cleaners shake out dirt that can get trapped inside floor mats. The wet mat cleaner adds water and a shampooing solution to the equation to get floor mats their cleanest.

All-Purpose & Window Cleaner

We provide all-purpose and window cleaners through our state-of-the-art spray stations. Both products can be dispensed from the spray stations onto a towel and safely clean the interior and exterior of the vehicle, and the window cleaner can be used on the windows inside and out.

Summary

Every day, we have hundreds of opportunities to interact with and educate our customers. To ensure that the customers receive consistent, accurate information, we must all be on the same page explaining each product, service, and amenity. Remember, we all must answer questions regarding wash products, packages or amenities similarly to ensure everything is clear. We want our customers to clearly understand what each product and service provides, and that all starts with having consistent answers and explanations of our products and services. Together, we can all provide every customer with high-quality products and services, friendly greetings and consistent answers to all their car wash questions.

Product Knowledge Quiz

Once the employee has completed the module, they will need to complete the quiz. To pass the quiz, the employee must score 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. Rinse & Dry is a _____ stage rinse process _____ any remaining detergents or soaps to prepare the vehicle for the drying process, which consists of multiple high-power blowers.
 - a. One; removes
 - b. Two; removes
 - c. Two; applies
 - d. Three; removes**
 - e. Three; applies
2. Which products are included in the WhiteWater Wash? (Select all that apply)
 - a. Tri Foam**
 - b. Carnauba Wax
 - c. SuperShine**
 - d. Wheel Clean**
 - e. Tire Shine
3. Which products are included in the Class V Wash? (Select all that apply)
 - a. Ceramic Platinum Wash
 - b. Carnauba Wax
 - c. Rain Repellant**
 - d. Ceramic Smooth
 - e. Tire Shine**
4. Which products are NOT included in the Carnauba Gold Wash? (Select all that apply)
 - a. Class V Wash
 - b. Ceramic Platinum Wash**
 - c. Carnauba Wax
 - d. Ceramic Shine**
 - e. 3-Day Rain Check
5. What is the name of our top wash package?
 - a. Class V Wash
 - b. Ceramic Platinum**
 - c. WhiteWater Wash
 - d. Ceramic Gold
 - e. Carnauba Gold

6. Which of the following are amenities we offer? (Select all that apply)
- a. Towels**
 - b. Air Guns**
 - c. Hand-applied Tire Shine
 - d. Window Cleaner**
 - e. Exterior Dry Down
 - f. Vacuums**
 - g. None of the above
7. As a car wash, we are a cleaning process offered at multiple levels of service.
- a. True**
 - b. False
8. Match the following products with their description.
- | | |
|-----------------------|---|
| Wheel Clean | A high-strength, high pH designed to clean the organic soils on tires as well as the wheels. |
| Tri Foam | A high-foaming detergent designed to aid in further conditioning the high pH detergents into the surface to prepare the vehicle for any endline waxes and sealants. |
| Carnauba Wax | A carnauba-based wax that leaves a polymer coating on the surface and leaves a hand wax shine and feel. |
| Ceramic Smooth | A high-foaming ceramic-infused wax that provides a ceramic coating and results in a smooth, shiny, glass-like surface. |
9. Match the following products with their description.
- | | |
|-----------------------|---|
| Rain Repellant | A rinse additive that helps repel the rain and adds surface protection from all weather conditions. |
| Ceramic Shine | A ceramic-infused total body protectant that seals in the glass-like finish from the Ceramic Smooth and provides long-lasting protection. |
| SuperShine | A fast-acting drying agent designed to create large beads of water to assist the dryers with efficient water removal. |
| Tire Shine | A water-based product that leaves a high shine on tires with minimal sling. |
10. A product designed to aid in dissolving organic soils and heavy bug residue on bumpers and windshields.
- a. Wheel Scrub
 - b. Bug Spray & Prep**
 - c. Wheel Clean
 - d. Tri Foam
 - e. Rinse & Dry

Product Knowledge 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 show the team member where each piece of equipment is located in the tunnel. As you go through the tunnel, review which products are delivered in which packages and answer any additional questions that the team member has about the products. Then, show the team member where each amenity is located around the location and show them how each one operates.

Once all team member questions have been answered, give the team member their copy of **Product Knowledge Handouts 1, 2 & 3 and a Pocket Guide** to review and study. Then, instruct the team member to study the handouts and be prepared to explain each product, package, and amenity using its proper description.

Product Knowledge 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.

Have the team member take you through the tunnel and identify each product and communicate its proper description. They will also need to be able to explain which packages each product is in. Initially, the team member can use their handouts during the performance, but the goal is to be able to go through without assistance. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can sufficiently identify products and answer product knowledge questions. Finally, have the team member show you where each amenity is located and explain how each one operates.

Once the team member can consistently deliver the product knowledge information at a mastery level and feels comfortable doing so, go to the pay station to begin interacting with customers.

Any information that can be delivered about products, packages, and services should be done by the team member to the best of their ability. Be sure to allow the team member to answer the questions even if the language isn't perfect. Your job at this moment is to observe and ensure that the information delivered is at least sufficient. Only intervene if absolutely necessary. Once the interaction is over, provide coaching and answer questions. Continue interacting with customers, and going through roleplay interactions between cars, until the team leader has become proficient at delivering product knowledge information.

Keep in mind that at this point, the team member has not learned about the Unlimited Speed Club, Wash Books, or how to operate the pay station. So, you will need to help them with delivering information and answering questions related to those items as well as operating the pay station and completing any sales.

Remember, the focus of this exercise is mastering the product knowledge information.

Product Knowledge Handout 1—Wash Products

Let's review each of our products, the benefits of each one, and our standard description for each one.

Bug Spray & Prep

A product designed to aid in dissolving organic soils and heavy bug residue on bumpers and windshields.

Wheel Clean

A high-strength solution designed to clean the organic soils on tires and wheels.

Tri Foam

A high-foaming detergent designed to further condition detergents into the surface to prepare the vehicle for any endline waxes and sealants.

Underbody

Helps to prevent rust and corrosion by removing corrosive agents that can accumulate on the underside of vehicles that frequently travel on salt-treated roads or in areas with harsh weather conditions. **Note:** Underbody is only available in our Ohio, Kentucky, and Michigan markets.

SuperShine

A fast-acting drying agent designed to create large beads of water to assist the dryers with efficient water removal.

Rain Repellant

A rinse additive that helps repel rain and adds surface protection from all weather conditions.

Tire Shine

A water-based product that leaves a high shine on tires with minimal sling.

Carnauba Wax

A carnauba-based wax that leaves a polymer coating on the surface and leaves a hand wax shine and feel.

Ceramic Smooth

A high-foaming ceramic-infused wax that provides a ceramic coating and results in a smooth, shiny, glass-like surface.

Ceramic Shine

A ceramic-infused total body protectant that seals in the glass-like finish from the Ceramic Smooth and provides long-lasting protection.

Rinse & Dry

A three-stage rinse process removes any remaining detergents or soaps to prepare the vehicle for the drying process, which consists of multiple high-power blowers.

3-Day Rain Check

If it rains within three days of a single wash purchase, customers can scan the barcode on their original receipt to receive the same wash they purchased. The original receipt must be present to receive the rain check wash.

Product Knowledge Handout 2—Wash Packages

Let's review each of our wash packages and the products they include.

WhiteWater Wash

The WhiteWater Wash adds wheel cleaning, polishing, protective waxes, and increased drying effectiveness. The WhiteWater Wash includes:

Wheel Clean

Tri Foam

SuperShine

Class V Wash

The Class V Wash adds additional protection from weather and other natural elements. The Class V Wash includes:

WhiteWater Wash

Tire Shine

Rain Repellant

Carnauba Gold Wash

The Carnauba Gold Wash increases the protection and shine of the vehicle's paint. This increased protection provides longer-lasting results and a shine that won't fade. The Carnauba Gold Wash includes:

Class V Rapids Wash

Carnauba Wax

3-Day Rain Check

Ceramic Platinum Wash

The Ceramic Platinum Wash includes a two-step ceramic wax application to deliver maximum cleaning and protection and a showroom shine. The Ceramic Platinum Wash includes:

Carnauba Gold Wash

Ceramic Shine

Ceramic Smooth

3-Day Rain Check

Product Knowledge Handout 3—Pocket Guide

CERAMIC PLATINUM
 Offers the maximum amount of cleaning & protection along with a showroom shine.
Carnauba + Ceramic Protection

CARNAUBA GOLD
 Increases both the protection & shine of the vehicle's paint.
Class V + Carnauba Wax Gloss & 3 Day Rain Check

CLASS V
 Adds an additional layer of protection from weather & other natural elements.
WhiteWater + Tire Shine, Rain Repellent & Flash Dry

WHITEWATER
 Adds wheel cleaning, polishing, protective waxes & increased drying effectiveness.
Rapid + Wheel Clean, Super Shine & Tri Foam

RAPID WASH
 Base package wash, provides a light cleaning of the vehicle.
Wash, Rinse & Dry

WASH		
BUG SPRAY & PREP Breaks down and dissolves organic soils and heavy bug residue on bumpers and windshields.	PRESOAK Removes organic and inorganic soils from the vehicle surface.	RINSE & DRY Removes remaining soaps and detergents to prepare vehicle for the drying process which consists of multiple high-power blowers.
WHEEL CLEAN Cleans off the organic soils on tires as well as the wheels.	RAIN REPELLANT Helps repel the rain and adds surface protection from all weather conditions.	
SUPER SHINE Designed to create large beads of water to assist the dryers in efficient water removal.	CARNAUBA WAX Provides a polymer coating on the surface and creates a hand wax shine and feel.	
TRI FOAM POLISH Further conditions the exterior surface to prepare the vehicle for any endline waxes and sealants.	CERAMIC SHINE Total body protectant that seals in the glass-like finish and provides long lasting protection.	
TIRE SHINE A water-based product that leaves a high shine on tires with minimal sling.	CERAMIC SMOOTH Provides a ceramic coating and protection, resulting in a smooth, shiny, glass-like surface.	

Product Knowledge Handout 4—Amenities

Let's review each of our amenities.

Vacuums

Our most popular amenity, free vacuums, provide a quick and convenient option for customers to get the inside of their vehicle as clean as the outside.

Towels

We provide towels for customers to use inside and outside the vehicle after washing.

Air Guns

Air guns can be used for various additional cleaning tasks, from blowing excess water from mirrors and door seams to blowing debris from underneath a seat.

Mat Cleaners

We offer both dry and wet mat cleaners. The dry mat cleaners shake out dirt that can get trapped inside floor mats. The wet mat cleaner adds water and a shampooing solution to the equation to get floor mats their cleanest.

All-Purpose & Window Cleaner

We provide all-purpose and window cleaners through our state-of-the-art spray stations. Both products can be dispensed from the spray stations onto a towel and safely clean the interior and exterior of the vehicle, and the window cleaner can be used on the windows inside and out.

COMPLETING THE SALE PART 1 (DRB)-207

Welcome

Welcome to the Completing the Sale Part 1 Development Module. In this module, you will learn about completing single wash and wash book sales at the pay station, SAL, and customer lobby and how to complete each process.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and 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. A score of 100% must be achieved 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

Once a customer has decided to purchase a single wash or wash book, our goal is to complete the transaction efficiently and effectively so customers are able to make their purchase and proceed to the wash as quickly as possible.

What

The following are the items you will need to complete sales for single washes and wash books:

1. Pay Station

The pay station is center stage for the customer interactions around the memberships and wash books. The pay stations are also where you will complete the sales transactions for memberships and wash books.

2. SAL or Lobby Terminal

The touch terminals are in the SAL (Semi-Attended Lane) and customer lobby and are used to sell wash books not purchased at the pay station and assist customers with membership issues. Additionally, these stations have the following items: a barcode scanner, a card reader, and a receipt printer.

3. Wash Books

Wash books contain five (5) prepaid washes given to the customer after purchase and activation of the wash book. All wash books are priced at five washes for the price of four. **Note:** Wash books are only available at DRB locations.

4. Register Guide

The Register Guide is a resource that contains the step-by-step procedures for completing sales at the SAL and customer lobby.

Educate

To achieve our goal of efficient and effective completion of single wash and wash book sales at the pay station, SAL, and customer lobby. Completing transactions according to the step-by-step procedures allows us to move customers through the process without delay. Now, let's review each procedure.

Completing the Sale—Single Wash

To start, we will review the steps for completing a single wash sale:

Single Wash: Pay Station

When a customer decides to purchase a single wash at the pay station, perform the following steps:

1. Select the appropriate wash
2. Confirm that the customer doesn't want any a la carte items added to their wash
3. Ask the customer if they would like to leave a tip for the team today. Make the appropriate selection
4. Swipe the credit card or insert cash
5. Return the credit card or give the customer their change (*if necessary*)
6. Ask the customer if they would like a receipt
 - If the customer purchases a Carnauba Gold or Ceramic Platinum wash, the receipt will automatically print. Give the customer their receipt and educate them on the 3-day rain check and how to use it

Single Wash: SAL (Credit Card)

When a customer purchases a single wash at the SAL, only a credit card can be used to complete the transaction. To complete the sale at the SAL, perform the following steps:

1. Go to the SAL/Lobby tab
2. Press the Open New Sale button to begin a new transaction
3. Select the appropriate wash package
 - If the customer has a coupon, scan the barcode or select the 'Coupon Lookup' button to search for and apply the appropriate discount
 - If the customer wants to add any a la carte services, select the Wash Upg Lookup button and select the requested services
4. Swipe the credit card and return it to the customer
5. Ask the customer if they would like a receipt
 - If the customer purchases a Carnauba Gold or Ceramic Platinum wash, the receipt will automatically print.
 - Give the customer their receipt and educate them on the 3-day rain check and how to use it

Completing the Sale—Wash Books

When selling a wash book at the pay station, the entire sale process occurs at the pay station, so effective execution of each step is also necessary in this situation. Our customers purchase wash books for personal use, but wash books are also popular among customers seeking the perfect gift for friends or family. If a customer purchases a wash book for themselves and wants to use their first redemption the same day, two transactions must occur—one for the wash book sale and one for the wash book redemption. When a customer purchases a wash book as a gift, they can buy a single wash and wash book in the same transaction. If a member wants to buy a wash book, it can only be sold at the SAL or in the customer lobby. Let's review the steps for completing a wash book sale.

Wash Book & Single Wash: Pay Station

When a customer wants to purchase a single wash and a wash book at the pay station, perform the following steps:

1. Select the single wash that the customer wants to purchase
2. Ask the customer if they would like to leave a tip for the team today. Make the appropriate selection
3. Scan the appropriate wash book using the barcode scanner on the pay station
4. Enter the customer's phone number and press Enter

5. Swipe the credit card or insert cash
6. Give the wash book to the customer and educate the customer on how to use the wash book tickets on future visits.

Wash Book Only: Pay Station

When a customer wants to purchase only a wash book at the pay station, perform the following steps:

1. Scan the appropriate wash book using the barcode scanner on the pay station
2. Enter the customer's phone number and press Enter
3. Swipe the credit card or insert cash
4. Give the wash book to the customer and educate the customer on how to use the wash book tickets on future visits.

NOTE: If the customer would like to use the wash book for their wash that day, complete the wash book transaction. Then, once the pay station resets, scan the first wash ticket in the wash book.

Wash Book: SAL/Lobby (Credit Card)

When a customer is using a credit card to purchase a wash book at the SAL or in the lobby, perform the following steps:

1. Go to the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Scan appropriate wash book
 - If the barcode reader is out of service, you can sell the wash book by pressing the Enter Prepaid Code button on the terminal screen.
4. Swipe the customer's credit card
 - Wash books purchased in the SAL lane can only be paid for with a credit card
5. Give the customer their wash book and receipt
6. Educate the customer on how to use the wash book tickets on future visits

Wash Book: Lobby (Cash)

When a customer is using cash to purchase a wash book in the lobby, perform the following steps:

1. Go to the SAL/Lobby tab
2. Press the Open New Sale button to begin a new transaction
3. Scan appropriate wash book
 - If the barcode reader is out of service, you can sell the wash book by pressing the Enter Prepaid Code button on the terminal screen.
4. Press Cash on the terminal screen. When prompted, enter the amount and press Enter
 - If the customer doesn't have exact change, take a larger bill from the customer and exchange it for smaller denominations using Petty Cash
5. Give the customer their wash book and receipt
6. Educate the customer on how to use the wash book tickets on future visits
7. Complete the post-sale procedure

Wash Book: Lobby (Cash) Post-Sale

After a wash book has been purchased with cash in the lobby, the following procedure must be completed immediately after the transaction is completed:

1. Go to the Office tab
2. Select the Deposit Lookup button
3. Select Cash Deposit
4. Enter the deposit amount and press Enter
5. Select the Cash button to complete the transaction

6. Retrieve the receipt from the printer
7. Go to the office
8. Fill out a deposit slip with the date and total deposit amount shown on the receipt
9. Remove the bag tag from the deposit bag, and place the cash, deposit slip and receipt
10. Scan the deposit slip, deposit bag tag, and receipt
11. Seal the deposit bag and ensure the bag has the To, From, Date and Account Number written in the appropriate places
 - The account number can be found on the deposit slip
12. Get the Consignment Log and fill in the date, deposit bag number and deposit amount.
13. Place the deposit bag in the safe
14. Close and lock the safe
15. Complete the Vending & Misc. Cash log on the Intranet in the Finance tab

Redeeming a Wash Book or Prepaid Coupon

To redeem a wash book or other prepaid coupon, such as a 3-Day Rain Check, perform the following steps:

1. Go to the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Scan the barcode on any prepaid book or rain check; the item(s) associated will automatically enter the sale with a total balance of \$0
4. Press the Cash button to finish the sale

Completing the Sale Part 1 (DRB) Quiz

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

1. What do you do when a customer wants to purchase and redeem a wash book on the same day?
 - a. **Complete the wash book transaction, then scan the first barcode in the wash book**
 - b. Complete the wash book transaction and program a rewash from the SAL terminal
 - c. Refund the wash book purchase and program a rewash from the SAL terminal
 - d. None of the above
2. Which of the following are used to complete single wash and wash book sales? (Select all that apply)
 - a. **Pay Station**
 - b. **SAL Terminal**
 - c. RFID Reader
 - d. Unlimited Speed Club Membership Sticker
 - e. **Lobby Terminal**
3. If the barcode reader is out of service, wash books can be sold at the SAL or lobby terminal by entering a _____.
 - a. Rewash
 - b. **Prepaid code**
 - c. Note in the customer's account
 - d. All the above
4. Where can single washes be purchased? (Select all that apply)
 - a. **SAL**
 - b. Tunnel
 - c. Office
 - d. **Pay Station**
5. Wash books are available at all locations, including non-DRB locations.
 - a. True
 - b. **False**
6. Only a credit card can be used to purchase a wash book at the SAL terminal.
 - a. **True**
 - b. False
7. Wash books can only be purchased at the pay station.
 - a. True
 - b. **False**
8. The post-sale deposit procedure must be completed immediately after completing a cash sale in the lobby.
 - a. **True**
 - b. False

9. Customers must pay an additional fee on their first redemption of a wash book.
- a. True
 - b. False**
10. A single wash and wash book cannot be purchased in the same transaction.
- a. True
 - b. False**

Completing the Sale Part 1 (DRB) Demonstration

During the Demonstration, it is important that you do not stop to answer team member questions or provide additional information. The goal is for team members 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 team member has passed the quiz, ask if they have any questions and provide the answers. Then, go to the SAL or lobby terminal and demonstrate each process covered in the module in real time. After each demonstration, ask the team member if they have any questions and provide answers before moving to the next process.

****As you go through the demonstration of each, be sure that none of the sales are cashed out unless the demonstration is performed during an actual customer interaction.**

Once all processes have been demonstrated and all questions answered, give the team member their copy of **Completing the Sale Part 1 (DRB) Handouts 1-8** to review and study. Then, instruct team members to study the handouts and be prepared to go through each process during the Perform & Coach step.

Completing the Sale Part 1 (DRB) Perform & Coach

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

Have the team member take you through each process covered in the module in real time. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can perform each process correctly and consistently.

****As each process is performed, be sure that none of the sales are cashed out unless the demonstration is performed during an actual customer interaction.**

Completing the Sale Part 1 (DRB) Handout 1—Single Wash: Pay Station

When a customer decides to purchase a single wash at the pay station, perform the following steps:

1. Select the appropriate wash
2. Confirm that the customer doesn't want any a la carte items added to their wash
3. Ask the customer if they would like to leave a tip for the team today. Make the appropriate selection
4. Swipe the credit card or insert cash
5. Return the credit card or give the customer their change (*if necessary*)
6. Ask the customer if they would like a receipt
 - If the customer purchases a Carnauba Gold or Ceramic Platinum wash, the receipt will automatically print. Give the customer their receipt and educate them on the 3-day rain check and how to use it

Completing the Sale Part 1 (DRB) Handout 2—Single Wash: SAL

When a customer purchases a single wash at the SAL, only a credit card can be used to complete the transaction. To complete the sale at the SAL, perform the following steps:

1. Go to the SAL/Lobby tab
2. Press the Open New Sale button to begin a new transaction
3. Select the appropriate wash package
 - If the customer has a coupon, scan the barcode or select the 'Coupon Lookup' button to search for and apply the appropriate discount
 - If the customer wants to add any a la carte services, select the Wash Upg Lookup button and select the requested services
4. Swipe the credit card and return it to the customer
5. Ask the customer if they would like a receipt
 - If the customer purchases a Carnauba Gold or Ceramic Platinum wash, the receipt will automatically print.
 - Give the customer their receipt and educate them on the 3-day rain check and how to use it

Completing the Sale Part 1 (DRB) Handout 3—Single Wash & Wash Book: Pay Station

When a customer wants to purchase a single wash and a wash book at the pay station, perform the following steps:

1. Select the single wash that the customer wants to purchase
2. Ask the customer if they would like to leave a tip for the team
3. Scan the appropriate wash book using the barcode scanner on the pay station
4. Enter the customer's phone number and press Enter
5. Swipe the credit card or insert cash
6. Give the wash book to the customer and educate the customer on how to use the wash book tickets on future visits.

Completing the Sale Part 1 (DRB) Handout 4—Wash Book Only: Pay Station

When a customer wants to purchase only a wash book at the pay station, perform the following steps:

1. Scan the appropriate wash book using the barcode scanner on the pay station
2. Enter the customer's phone number and press Enter
3. Swipe the credit card or insert cash
4. Give the wash book to the customer and educate the customer on how to use the wash book tickets on future visits.

NOTE: If the customer would like to use the wash book for their wash that day, complete the wash book transaction. Then, once the pay station resets, scan the first wash ticket in the wash book.

Completing the Sale Part 1 (DRB) Handout 5—Wash Book: Lobby/SAL (Credit Card)

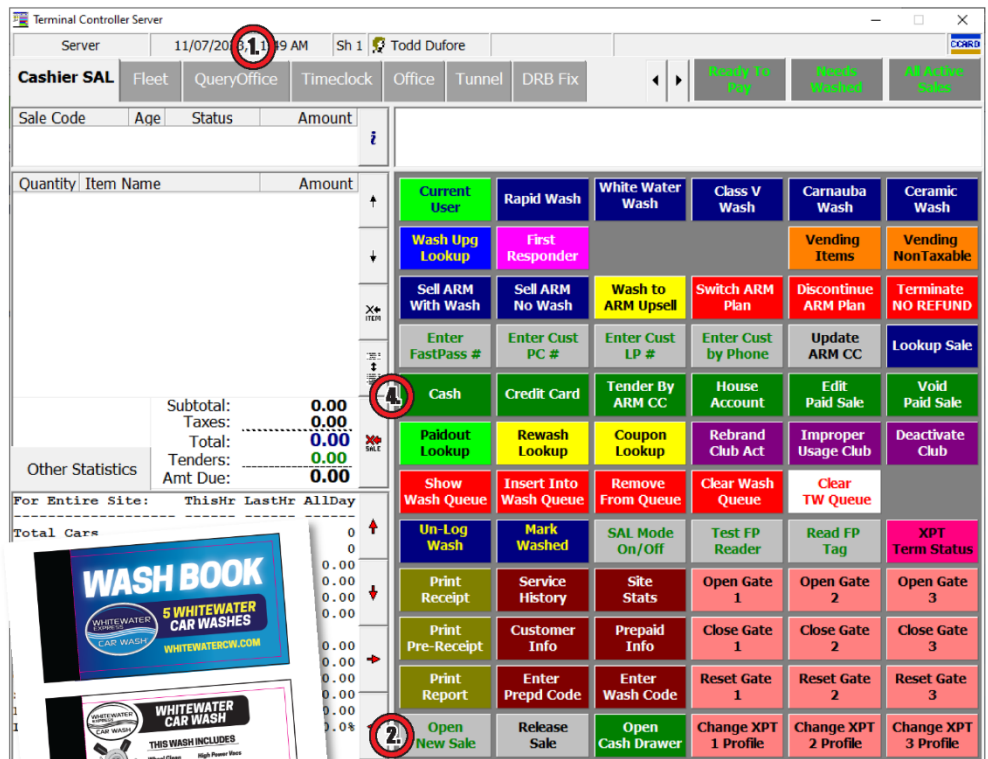
When a customer is using a credit card to purchase a wash book at the SAL or in the lobby, perform the following steps:

1. Scan appropriate wash book
2. Swipe the customer's credit card
3. Give the customer their wash book and receipt
4. Educate the customer on how to use the wash book tickets on future visits.

NOTE: If the barcode reader is out of service, you can sell the wash book by pressing the Enter Prepaid Code button on the terminal screen

HOW TO SELL A WASH BOOK

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Scan the barcode on the **Wash Book** for the wash the customer requested, we offer **WhiteWater** and **Carnauba Gold** level books. The prepaid sales item will enter the sale once scanned.
4. Once all books are in the sale it must be paid, select the **'Cash'** button if the customer is using cash or swipe the **Credit Card** using the card reader.



3. Image of a WhiteWater Wash Book

Completing the Sale Part 1 (DRB) Handout 6—Wash Book: Lobby (Cash)

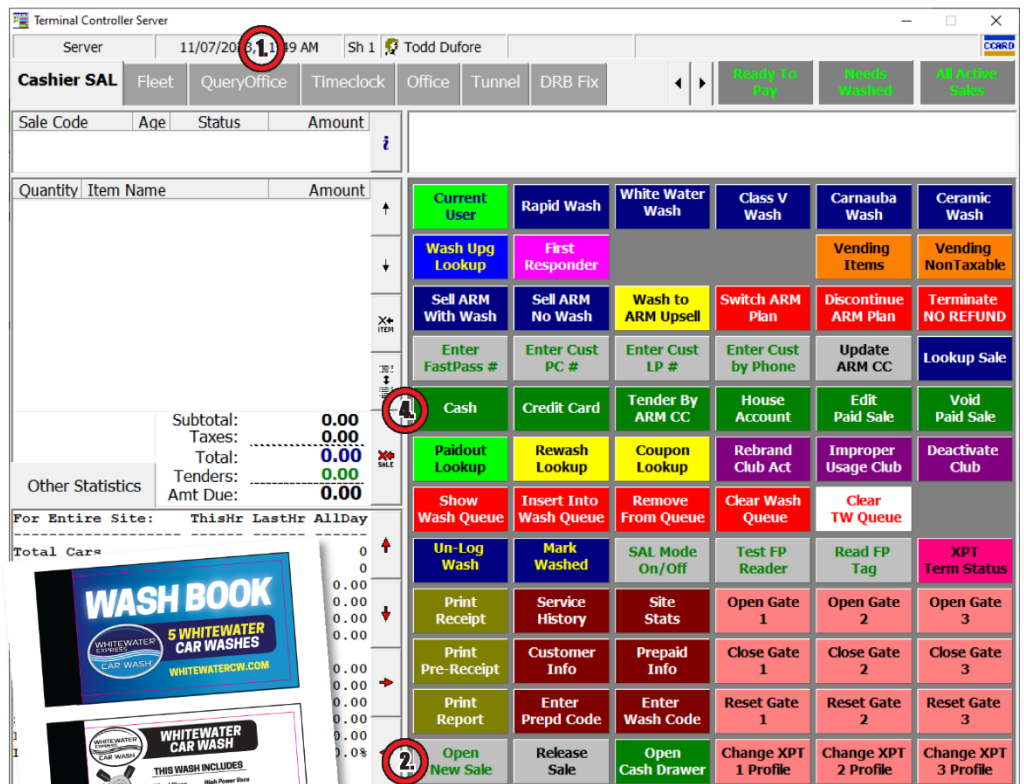
When a customer is using cash to purchase a wash book in the lobby, perform the following steps:

1. Scan appropriate wash book
2. Inform the customer of the purchase amount
3. Press Cash on the terminal screen. When prompted, enter the amount and press Enter
 - If the customer doesn't have exact change, take a larger bill from the customer and exchange it for smaller denominations using Petty Cash
4. Give the customer their wash book and receipt.
5. Educate the customer on how to use the wash book tickets on future visits.

NOTE: If the barcode reader is out of service, you can sell the wash book by pressing the Enter Prepaid Code button on the terminal.

HOW TO SELL A WASH BOOK

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Scan the barcode on the **Wash Book** for the wash the customer requested, we offer WhiteWater and Carnauba Gold level books. The prepaid sales item will enter the sale once scanned.
4. Once all books are in the sale it must be paid, select the **'Cash'** button if the customer is using cash or swipe the Credit Card using the card reader.



3. Image of a WhiteWater Wash Book

Completing the Sale Part 1 (DRB) Handout 7—Wash Book Post-Sale: Lobby (Cash)

1. Go to the Office tab
2. Select the Deposit Lookup button
3. Select Cash Deposit
4. Enter the deposit amount and press Enter
5. Select the Cash button to complete the transaction
6. Retrieve the receipt from the printer
7. Go to the office
8. Fill out a deposit slip with the date and total deposit amount shown on the receipt
9. Remove the bag tag from the deposit bag, and place the cash, deposit slip and receipt
10. Scan the deposit slip, deposit bag tag, and receipt
11. Seal the deposit bag, and the bag has the To, From, Date and Account Number written in the appropriate places
 - The account number can be found on the deposit slip
12. Get the Consignment Log and fill in the date, deposit bag number and deposit amount.
13. Place the deposit bag in the safe
14. Close and lock the safe
15. Complete the Vending & Misc. Cash log found on the WW Intranet in the Finance tab

Completing the Sale Part 1 (DRB) Handout 8—Redeeming a Wash Book or Prepaid Coupon

To redeem a wash book or other prepaid coupon, such as a 3-Day Rain Check, perform the following steps:

1. Go to the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Scan the barcode on any prepaid book or rain check; the item(s) associated will automatically enter the sale with a total balance of \$0
4. Press the Cash button to finish the sale

HOW TO REDEEM A PREPAID

Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.

Press the **'Open New Sale'** button to begin a new transaction.

Scan the barcode on any prepaid book or rain check, the items associated with it should automatically enter the sale with total balance of \$0

Press the **'Cash'** button to finish the sale.



Image of a Rain Check Redeemer

COMPLETING THE SALE PART 2 (DRB)-208

Welcome

Welcome to the Completing the Sale Part 2 Development Module. In this module, you will learn about completing membership sales and how to properly apply membership stickers to customers' windshields, and how to resolve issues surrounding customer misuse of membership stickers.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and 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. A score of 100% must be achieved 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

Once a customer has decided to purchase a membership, most of the sign-up process occurs at the pay stations, and we must execute each step as effectively as possible. Because most of the procedure takes place at the pay station, we must quickly gather all the necessary customer information, correctly apply the membership sticker to the windshield, and instruct the customer on what to do after their wash to complete the sign-up process so that customers are not stuck waiting in line any longer than necessary.

What

The following are the items you will need to complete membership sales:

1. Pay Station
The pay station is center stage for the customer interactions around the memberships and wash books. The pay stations are also where you will complete the sales transactions for memberships and wash books.
2. SAL or Lobby Terminal
The touch terminals are in the SAL (Semi-Attended Lane) and customer lobby and are used to sell memberships. They have the following items: a barcode scanner, a card reader, and a receipt printer.
3. RFID Reader
The RFID reader scans membership stickers entering member washes into the wash queue.
4. Unlimited Speed Club Membership Sticker
An unlimited speed club membership sticker will be applied to the inside of the windshield after purchasing a membership.
5. Exterior Unlimited Speed Club Membership Sticker
Exterior stickers are used for vehicles when the interior stickers will not read through the windshield for any reason and are placed on the windshield's exterior.
6. Unlimited Speed Club Sticker Envelope
The Unlimited Speed Club Sticker Envelope stores membership stickers, and these envelopes prevent the RFID readers from scanning a tag unintentionally. Anytime membership stickers are at the pay stations, they must be kept in the envelope and the pay station box.

7. Unlimited Speed Club Brochure

The Unlimited Speed Club brochure is a tool to inform customers about the available membership options. It includes a description of each wash package, the associated single wash, and unlimited club pricing. The brochure also contains all the Terms and Conditions related to membership.

8. Unlimited Speed Club Signup Form

The signup form is at the bottom of the membership brochure and captures essential customer information that must be added to their account.

9. Unlimited Speed Club Welcome Gift

The welcome gift is a special offer for new members when they sign up that includes a Whitewater cup, a Flip sticker, an air freshener, and more.

10. Register Guide

The Register Guide is a resource that contains the step-by-step procedures for completing sales at the SAL and customer lobby.

11. Plastic Safety Razor

A plastic safety razor can be given to customers if they need to remove an existing membership sticker.

Educate

To achieve our goal of efficient and effective completion, we must gather information, apply membership stickers, and instruct customers on the next steps in the sign-up process. In each step of the process, we must ensure that all instructions are followed and executed. Doing so allows us to best serve our customers during the signup process.

Membership Sticker

Before we discuss the procedures, let's review the membership sticker and how it works. When a member pulls to the pay station, the RFID reader reads the membership sticker and processes the customer into the wash queue. The membership sticker is applied to the windshield at the pay station during the membership sign-up process, so stickers must always be available in the pay station box.

Membership Sticker Envelope

The membership sticker envelope is used to store membership stickers, and these envelopes prevent the RFID readers from scanning a tag unintentionally. Anytime membership stickers are at the pay stations, they must be kept inside the envelope, inside the pay station box. Anytime an RFID reader is active, it can scan a membership sticker and add the tag number to the transaction. This can cause issues with completing your sale or a sale in another lane. So, before we remove a sticker from the envelope, we must ensure that we stand at the pay station where the membership is being sold.

Now, let's review the steps for completing a new membership sign-up and wash book sale at the pay station, SAL, and customer lobby.

Membership Sticker Placement

Membership stickers **MUST** be attached to the windshield without exception. A WhiteWater team member must apply the membership sticker to the vehicle, and stickers should **NEVER** be left on their backing and handed to customers. The membership sticker must be placed in the bottom left corner of the windshield on the vehicle's driver's side. The sticker should be attached horizontally and as straight as possible. Improper placement could result in issues on future visits.

Removing Membership Stickers

Occasionally, customers will already have a membership sticker from a competitor attached to their windshield. When this is the case, their existing sticker must be removed before our sticker can be attached. Team members cannot remove membership stickers, so the customer must remove them once they get to the lot. When the team member in the lot meets the customer to complete the signup process, they will apply the new sticker. While we cannot assist with removing the sticker, we can provide customers with a plastic safety razor and a towel with a small amount of window solution.

Exterior Membership Sticker & Placement

Exterior stickers are used for the vehicles when the interior stickers will not read through the windshield for any reason. Newer vehicles with head-up displays and high-end cars like Range Rovers, G-Wagons, Jaguars, etc., tend to have issues getting consistent reads. Additionally, we utilize exterior stickers when the windshield is tinted to avoid damage should the customer ever wish to remove the sticker.

Exterior stickers are placed in the same place as regular membership stickers, except they are applied on the outside of the windshield. Occasionally, the sticker may need to be placed in a different area to ensure a good read on every visit. When this occurs, the exact placement will be determined after testing different positions on the windshield, and the sticker should only be applied once it is confirmed that it will read consistently.

Completing the Sale—Unlimited Speed Club Memberships

Now that we have reviewed the proper way to apply a membership sticker, let's review the steps for completing a membership sale at the pay station, SAL, or customer lobby.

Unlimited Speed Club: Pay Station

After the customer decides to purchase a membership at the pay station, perform the following steps:

1. Select the appropriate membership
2. Press the "hidden" button on the Thank You screen
3. While in the same lane as the customer, remove a single membership sticker from the blocking envelope
4. On the Tag/LP# screen, press the Add FP Tag # button. The RFID reader will detect the sticker and add it to the transaction
5. Once added on the Tag/LP# screen, press the Yes button
6. Confirm the membership selection with the customer and select the appropriate membership
7. Enter the customer's email address and press Enter
8. Enter the customer's phone number and press Enter
9. Ask the customer if they would like to leave a tip for the team today. Make the appropriate selection
10. Swipe the customer's credit card
11. Return the customer's credit card
12. Apply the membership sticker to the inside of the windshield
 - If there are any issues with applying the membership sticker, direct the customer to meet a team member in the lot after their wash to apply their sticker
13. Select Yes when the "Print Receipt" screen appears
14. Give the customer their receipt along with a membership brochure
15. Ask the customer to complete the membership signup form at the bottom of the brochure
16. Instruct the customer to go to the vacuum lot after their wash, where a team member will deliver their welcome gift and collect their signup form

Post-Sale Vacuum Lot

Once the new member gets to the vacuum lot, another team member will perform the following steps:

1. Get a welcome gift from the office/lobby
2. Go to the vacuum lot and identify the new member vehicle
3. Greet the new member and deliver the welcome gift
4. Educate the customer on all our amenities and where they are located at the store
5. Retrieve the membership signup form from the customer
 - If the membership signup form is still attached to the brochure, tear off the form and return the brochure to the customer and point out the Terms & Conditions listed on the brochure

6. Close the conversation by reminding the customer of the key points of membership
 - Recurring charge
 - Costs less than two single washes
 - Wash unlimited at any location
7. Go to the lobby/office
8. Add the remaining customer information from the signup form to their account

Unlimited Speed Club: SAL/Lobby

When processing a membership at the SAL or in the lobby, perform the following steps:

1. Go to the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Scan a new membership sticker and ensure it shows in the sale
4. Press the Sell ARM With Wash button, and a lookup box will appear
5. Select the appropriate membership from the list
6. Go to the Customer tab to enter the required customer information
7. Enter the customer's name, email, phone number, and vehicle information
8. Swipe the customer's credit card
9. Give the customer their receipt
10. Get a welcome gift from the office/lobby to give to the new member
11. Take the sticker to the customer's vehicle and apply it to the inside of the windshield

NOTE: If the customer purchases a membership but does not want to wash on the day of purchase, you must follow the steps for a membership purchased without a wash.

Membership Stickers Not on the Windshield

We must always be vigilant for membership stickers not affixed to the windshield. When this occurs, you must talk with the customer and kindly explain our policy regarding stickers attached to their vehicle. Then, go to their membership account and add the event and result of the conversation to the customer notes along with the date and your initials. If the member doesn't have their sticker attached on their next visit, they must be placed into the improper usage group. When a member is in this group, the help light will activate when the member next pulls up to the pay station. When this happens, they cannot proceed to the wash until a manager assists them, attaches their sticker to the windshield, and removes them from the improper usage group. If the customer refuses to attach their sticker at any time, we must either suspend or terminate the account.

Completing the Sale Part 2 (DRB) Quiz

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

1. What is the goal when completing a membership sale?
 - a. Execute each step as effectively as possible
 - b. Quickly gather all the necessary customer information
 - c. Instruct the customer on what to do after their wash
 - d. All the above**
2. What prevents the RFID readers from unintentionally scanning Unlimited Speed Club stickers?
 - a. Unlimited Speed Club Sticker Envelope**
 - b. Pay Station
 - c. Pay Station Box
 - d. None of the above
3. Where should the Unlimited Speed Club sticker be placed on the windshield?
 - a. Top, right corner
 - b. Bottom, right corner
 - c. Top, left corner
 - d. Bottom, left corner**
4. What should you do if a customer already has a sticker from a competitor attached to their windshield?
 - a. Apply our sticker to the exterior of the windshield
 - b. Remove the competitor's sticker for the customer
 - c. Provide the customer with a plastic safety razor and window solution, and ask the customer to remove the sticker from their windshield**
 - d. None of the above
5. How should you handle a situation where a membership sticker is not affixed to the windshield, and they have previously been informed of our policy?
 - a. Talk to the customer and explain the policy again
 - b. Place the customer into the improper usage group
 - c. Add a note in the customer account
 - d. All the above**
6. What are the key points that must be relayed to customers in the lot when completing a membership sale?
 - a. Recurring charge
 - b. Benefits and value
 - c. Amenities and their locations
 - d. A & B
 - e. All the above**

7. Match the following resources with their description.

RFID Reader	Scans membership stickers entering member washes into the wash queue
Unlimited Speed Club Brochure	A tool to inform customers about the available membership options and includes a description of each wash package, the associated single wash, and unlimited club pricing
Unlimited Speed Club Welcome Gift	A special offer for new members when they sign up for an Unlimited Speed Club membership
Register Guide	Contains the step-by-step procedures for completing sales at the SAL and customer lobby

8. Unlimited Speed Club stickers should be left on their backing and given to customers.

- a. True
- b. False**

9. Membership stickers must be attached to the windshield without exception.

- a. True**
- b. False

10. Team members should assist customers with removing old membership stickers.

- a. True
- b. False**

Completing the Sale Part 2 (DRB) Demonstration

During the Demonstration, it is important that you do not stop to answer team member questions or provide additional information. The goal is for team members 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 team member has passed the quiz, ask if they have any questions and provide the answers. Then, go to the SAL or lobby terminal and demonstrate each process covered in the module in real time. After each demonstration, ask the team member if they have any questions and provide answers before moving to the next process.

****As you go through the demonstration of each, be sure that none of the sales are cashed out unless the demonstration is performed during an actual customer interaction.**

Once all processes have been demonstrated and all questions answered, give the team member their copy of **Completing the Sale Part 2 (DRB) Handouts 1 & 2** to review and study. Then, instruct team members to study the handouts and be prepared to go through each process during the Perform & Coach step.

Completing the Sale Part 2 (DRB) Perform & Coach

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

Have the team member take you through each process covered in the module in real time. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can perform each process correctly and consistently.

****As each process is performed, be sure that none of the sales are cashed out unless the demonstration is performed during an actual customer interaction.**

Completing the Sale Part 2 (DRB) Handout 1—Unlimited Speed Club: Pay Station

1. Select the appropriate membership
2. Press the “hidden” button on the Thank You screen
3. While in the same lane as the customer, remove a single membership sticker from the blocking envelope
4. On the Tag/LP# screen, press the Add FP Tag # button. The RFID reader will detect the sticker and add it to the transaction
5. Once added on the Tag/LP# screen, press the Yes button
6. Confirm the membership selection with the customer and select the appropriate membership
7. Enter the customer’s email address and press Enter
8. Enter the customer’s phone number and press Enter
9. Ask the customer if they would like to leave a tip for the team today. Make the appropriate selection
10. Swipe the customer’s credit card
11. Return the customer’s credit card
12. Apply the membership sticker to the inside of the windshield
 - If there are any issues with applying the membership sticker, direct the customer to meet a team member in the lot after their wash to apply their sticker
13. Select Yes when the “Print Receipt” screen appears
14. Give the customer their receipt along with a membership brochure
15. Ask the customer to complete the membership signup form at the bottom of the brochure
16. Instruct the customer to go to the vacuum lot after their wash, where a team member will deliver their welcome gift and collect their signup form

Post-Sale Vacuum Lot

1. Get a welcome gift from the office/lobby
2. Go to the vacuum lot and identify the new member vehicle
3. Greet the new member and deliver the welcome gift
4. Educate the customer on all our amenities and where they are located at the store
5. Retrieve the membership signup form from the customer
 - If the membership signup form is still attached to the brochure, tear off the form and return the brochure to the customer and point out the Terms & Conditions listed on the brochure
6. Close the conversation by reminding the customer of the key points of membership
 - Recurring charge
 - Costs less than two single washes
 - Wash unlimited at any location
7. Go to the lobby/office
8. Add the remaining customer information from the signup form to their account

Completing the Sale Part 2 (DRB) Handout 2—Unlimited Speed Club: Lobby/SAL

1. Go to the Lobby/SAL tab
2. Scan a membership sticker
3. Press the Sell USC With Wash button
 - A lookup box will appear
4. Select the appropriate membership from the list
5. Swipe the customer's credit card
6. Give the customer their receipt
7. Go to the Customer tab
8. Take the sticker to the customer's vehicle and apply it to the inside of the windshield

HOW TO SELL AN ARM PLAN WITH TODAY'S WASH (1 OF 2)

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Scan the New FastPass Tag and be sure it shows up in the sale at the top of the screen.
4. Select the **'Sell ARM With Wash'** button, a dialog box appears with all the wash level options. Select the wash the customer requests to put the sales item into the sale.



Image of a FastPass Tag

HOW TO SELL AN ARM PLAN WITH TODAY'S WASH (2 OF 2)

Continued from First Page

1. Open the **'Customer'** tab to begin entering in the required customer information.
2. Enter the customer's Name, Vehicle information, Email and Main Phone number.
3. Swipe the **Credit Card** using the card reader. A signature receipt will print that must be signed by the customer.
4. Remind the customer when their next **Recharge Date and Monthly Recharge Amount** will be, circling the section on the receipt.
5. Apply the FastPass Tag to the vehicle in the lower driver's side window.

Sample Receipt

HOW TO SELL AN ARM PLAN WITHOUT A WASH (1 OF 2)

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Scan the **New FastPass Tag** and be sure it shows up in the sale at the top of the screen.
4. Select the **'Sell ARM No Wash'** button, a dialog box appears with all the wash level options. Select the wash the customer requests to put the sales item into the sale.



Image of a FastPass Tag

HOW TO SELL AN ARM PLAN WITHOUT A WASH (2 OF 2)

Continued from First Page

1. Open the **'Customer'** tab to begin entering in the required customer information.
2. Enter the customer's Name, Vehicle information, Email and Main Phone number.
3. Swipe the **Credit Card** using the card reader. A signature receipt will print that must be signed by the customer.
4. Remind the customer when their next **Recharge Date and Monthly Recharge Amount** will be, circling the section on the receipt.
5. Apply the **FastPass Tag** to the vehicle in the lower driver's side window.

Sample Receipt

MEMBERSHIP MANAGEMENT (DRB)-209

Welcome

Welcome to the Membership Management module. In this module, you will learn about different membership management functions that can be performed at the SAL and lobby terminals and how members can manage their membership online.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and 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. A score of 100% must be achieved 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

In our efforts to deliver exceptional customer service before, during, and after membership in the Unlimited Speed Club, we strive to ensure that member accounts are easily managed online anytime, day or night and at the location whenever they visit.

What

The following are the items you will need to complete the membership management tasks:

1. SAL or Lobby Terminal
The touch terminals are in the SAL (Semi-Attended Lane) and customer lobby and are used to sell memberships. They have the following items: a barcode scanner, a card reader, and a receipt printer.
2. Register Guide
The Register Guide is a resource that contains the step-by-step procedures for completing sales at the SAL and customer lobby.
3. Unlimited Speed Club Membership Sticker
An unlimited speed club membership sticker will be applied to the inside of the windshield after purchasing a membership.
4. Exterior Unlimited Speed Club Membership Sticker
Exterior stickers are used for vehicles when the interior stickers will not read through the windshield for any reason and are placed on the windshield's exterior.
5. Plastic Safety Razor
A plastic safety razor can be given to customers if they need to remove an existing membership sticker.

Educate

Our interactions with members don't end after their initial purchase. They continue each time they visit any location in the future. As part of these interactions, we will often be asked to make changes or update member accounts. While all these changes can be made in a member's online account, we can also address some issues at the location so that member needs can be addressed as soon as possible. Let's review how members can manage their plans online and how to complete the processes at the SAL or lobby terminal when we assist them at the store.

Online Membership Management

Anytime we interact with members regarding managing their membership, we must educate them on how to access their accounts online and what changes they can make themselves, including changing or canceling, suspending and resuming, updating their credit card, and requesting a receipt. The online account can be accessed by visiting us at whitewatercw.com and clicking the “Manage My Plan” link at the top of the page.

On-Site Membership Management

Before going through the different on-site membership management tasks, we must define two terms: ARM, or Automatically Recurring Membership, and FastPass, or FP. This is the terminology that DRB, our POS system, uses when referring to memberships and membership stickers. So, on our terminal pages and in the following instructions, you will see buttons with the ARM or FastPass label. It is important to remember that when interacting with customers, we always refer to memberships as the unlimited speed club. Now, let’s review the steps for completing each task.

Looking Up Member Accounts

The first step in managing member accounts is locating the account in our system. Member accounts can be found through multiple methods, including searching by name, phone number, membership number, or even the credit card associated with the membership.

1. Open the Terminal Controller and select the Customer tab
2. On the bottom row, enter either the Membership Sticker or the customer's License Plate number, where applicable, to find the customer directly
3. If the customer identifier is not available, you can use the Enter Cust by Name, Enter Cust by Phone or Enter Cust by ARM CC to locate and select the customer record from a generated list

Switching a Membership

Occasionally, members want to change their plan to a higher or lower membership level. This can be easily accomplished on the terminal after looking up the account. We can easily switch members to a different plan by performing the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Press the Switch ARM Plan button. A dialog window opens with all the options to switch to another plan. Select the membership the customer wants from the list
6. Press the Cash button to complete the transaction and confirm the plan switch

Updating/Changing Membership Credit Card

Over time, membership credit cards will be updated or changed due to a credit card expiring or a customer wanting to change the card billed monthly. In either case, the procedure is as follows:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. If the customer is stopped at a pay station or other terminal, find the open transaction via the All Active Sales button and open that sale to edit the customer's card
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Select the Update ARM CC button, and a dialog appears to enter the new card information
6. If the customer is at a pay station, restart the sale at the pay station and let the customer through the gate

Discontinuing & Terminating Memberships

As you've learned, customers can cancel their memberships at any time. When we cancel a membership, there are two options: discontinue and terminate. When we discontinue a membership, there is no refund for the remainder of the month, but customers can wash their cars until their regular recharge date. When a membership is terminated, the customer will be refunded a prorated amount based on their recharge date, and their membership sticker will immediately become inactive. To complete the process of discontinuing or terminating, perform the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Select the Discontinue ARM Plan or Terminate NO REFUND button to process
6. Press the Cash button

NOTE: Memberships can only be terminated by a Store Manager, General Manager, or Director

Suspending Memberships

Suspending a membership keeps the plan active as a membership for the store while only charging the customer one cent per month until they reactivate their membership. In some of our markets, customers will travel to a different part of the country during the winter months. Rather than cancel and rejoin every year, they can suspend their plan before they leave and easily reactivate it when they return without having to go through the sign-up process again. To suspend a membership, complete the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Press the Switch ARM Plan button. When the dialogue box opens, select the Uni. Suspend+ Switch option
6. Press the Cash button

Replacing a Membership Sticker

When a member gets a new vehicle or windshield replacement, or their sticker becomes damaged, we will replace their old sticker with a new one. Remember, team members cannot remove membership stickers. So, if there is an old sticker on the windshield, the customer must remove it before we can apply the new sticker. While we cannot assist with removing the sticker, we can provide customers with any available tools, such as a plastic safety razor. Changing the sticker includes replacing the physical sticker on the windshield and updating the membership sticker number in their account. To update the membership sticker number, perform the following steps:

1. Open the Terminal Controller and select the Customer tab
2. Press Enter Sticker number or other customer identifier where needed to identify the customer and open their record
3. Press the 'Add/Update FastPass # button, and a dialog box opens. You can enter the number or scan the code on the new sticker. **DO NOT** hit the Clr button; instead, delete the number in the dialog using the Back Arrow Button
4. Go to the customer's vehicle
5. Ask the customer to remove any existing tag on the vehicle
6. Apply the new membership sticker to the vehicle in the lower driver's side window

Membership Management (DRB) Quiz

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

1. Which of the following positions can terminate a membership? (Select all the apply)
 - a. Team Leaders
 - b. Shift Leaders
 - c. Store Managers**
 - d. General Managers**
2. How much is charged each month when a membership is suspended?
 - a. One cent**
 - b. Ten cents
 - c. One dollar
 - d. There is no charge
3. What happens when a membership is discontinued?
 - a. The customer receives a refund for the remainder of the month
 - b. The membership goes to suspended status
 - c. The customer can wash their car until the day before their next recharge date**
 - d. None of the above
4. What is the terminology that DRB uses when referring to memberships and membership stickers?
 - a. FastPass**
 - b. Club Member
 - c. ARM**
 - d. Unlimited Speed Club
5. Our interactions with members end after their initial membership purchase.
 - a. True
 - b. False**
6. Customers can manage their membership online anytime.
 - a. True**
 - b. False
7. Discontinuing membership results in a refund for the remainder of the month.
 - a. True
 - b. False**
8. Terminating membership results in a refund for the remainder of the month.
 - a. True**
 - b. False
9. Suspending membership results in the plan becoming inactive.
 - a. True
 - b. False**
10. Customers can only manage or change their membership by visiting one of our locations.
 - a. True
 - b. False**

Membership Management (DRB) Demonstration

During the Demonstration, it is important that you do not stop to answer team member questions or provide additional information. The goal is for team members 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 team member has passed the quiz, ask if they have any questions and provide the answers. Then, go to the SAL or lobby terminal and demonstrate each process covered in the module in real time. After each demonstration, ask the team member if they have any questions and provide answers before moving to the next process.

****As you go through each demonstration, be sure that none of the demonstrations affect a member's account unless the demonstration is performed during an actual customer interaction.**

Once all processes have been demonstrated and all questions answered, give the team member their copy of **Membership Management (DRB) Handouts 1-6** to review and study. Then, instruct team members to study the handouts and be prepared to go through each process during the Perform & Coach step.

Membership Management (DRB) Perform & Coach

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

Have the team member take you through each process covered in the module in real time. After each performance, provide feedback and coaching utilizing the Coaching Model. Repeat the process until the team leader can perform each process correctly and consistently.

****As each process is performed, be sure that none of the performances affect a member's account unless performed during an actual customer interaction.**

Membership Management Handout 1—Looking Up Member Accounts

The first step in managing member accounts is locating the account in our system. Member accounts can be found through multiple methods, including searching by name, phone number, membership number, or even the credit card associated with the membership.

1. Open the Terminal Controller and select the Customer tab
2. On the bottom row, enter either the Membership Sticker or the customer's License Plate number, where applicable, to find the customer directly
3. If the customer identifier is not available, you can use the Enter Cust by Name, Enter Cust by Phone or Enter Cust by ARM CC to locate and select the customer record from a generated list

HOW TO LOOKUP A CUSTOMER'S ACCOUNT

1. Open the Terminal Controller and select the **'Customer'** tab.
2. There are 5 ways to look up a customer's account.
3. On the bottom row you can enter either the **FastPass Tag** or the customer's **License Plate #** (where applicable) to directly find the customer.
4. If the customer identifier (tag or license plate) is not available you can use the **'Enter Cust by Name'**, **'Enter Cust by Phone'** or **'Enter Cust by ARM CC'** to locate and select the customer record from a generated list.

The screenshot shows the Terminal Controller Server interface. At the top, there's a header with 'Terminal Controller Server', a date/time stamp '9/26/2023, 11:59 AM', and a user name 'Sh 1 Todd Dufore'. Below this is a navigation bar with tabs: 'Customer' (highlighted), 'History', 'Cashier SAL NEW', 'Wash', 'Timeclock', 'Tunnel New', and 'Office'. To the right of the tabs are three status buttons: 'Ready To Pay', 'Needs Washed', and 'All Active Sales'. The main area is divided into several sections: 'Vehicle' (with fields for Customer Code, Odometer, Lube Service Interval, VIN, Yr., Make, Model, Color, Engine Code / Description), 'Name' (with fields for Sal., First, MI, Last, Suffix, Company, Search Name, Group (Family/Fleet), House Account, Skip XPT Upsell?), 'Address' (with fields for Street Address, City, ST, Zip Code, Main Phone#, Alternate Phone#, Use alt Phone# for), and 'Other' (with fields for Email Address, Don't Mail?, Rcpt. Pref, Birthdate, Tax Exempt Code, Comm., Attention, Empl). There's also a 'Custom/Notes' section on the right. At the bottom, there's a row of buttons: 'Open New Sale', 'Enter FastPass #', 'Enter Cust by Name', 'Enter Cust by Phone', 'Enter Cust by ARM CC', 'Add/Update FastPass #', 'Enter LP #', 'Enter PC #', 'Release Sale', and 'Update LP #'. A red circle with the number 1 is placed over the 'Customer' tab. A red circle with the number 3 is placed over the 'Enter Cust by Name' button. A red circle with the number 4 is placed over the 'Enter FastPass #' button. Red arrows point from the 'Enter Cust by Name' and 'Enter FastPass #' buttons to the 'Enter Cust by Name' button.

Membership Management Handout 2—Switching a Membership

Occasionally, members want to change their plan to a higher or lower membership level. This can be easily accomplished on the terminal after looking up the account. We can easily switch members to a different plan by performing the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Press the Switch ARM Plan button. A dialog window opens with all the options to switch to another plan. Select the membership the customer wants from the list
6. Press the Cash button to complete the transaction and confirm the plan switch

HOW TO SWITCH (DOWNGRADE/UPGRADE) AN ARM PLAN

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Press **'Enter FastPass #'** (or other customer identifier where needed) to identify the customer and open their record.
4. Delete all items from the sale with the **'Remove All Items'** button. Confirm deletion of all items in the dialog box.
5. Press the **'Switch ARM Plan'** button, a dialog window opens with all the options to switch to another plan. Select the plan the customer wants from the list.
6. Press the **'Cash'** button to complete the transaction and confirm the plan switch.



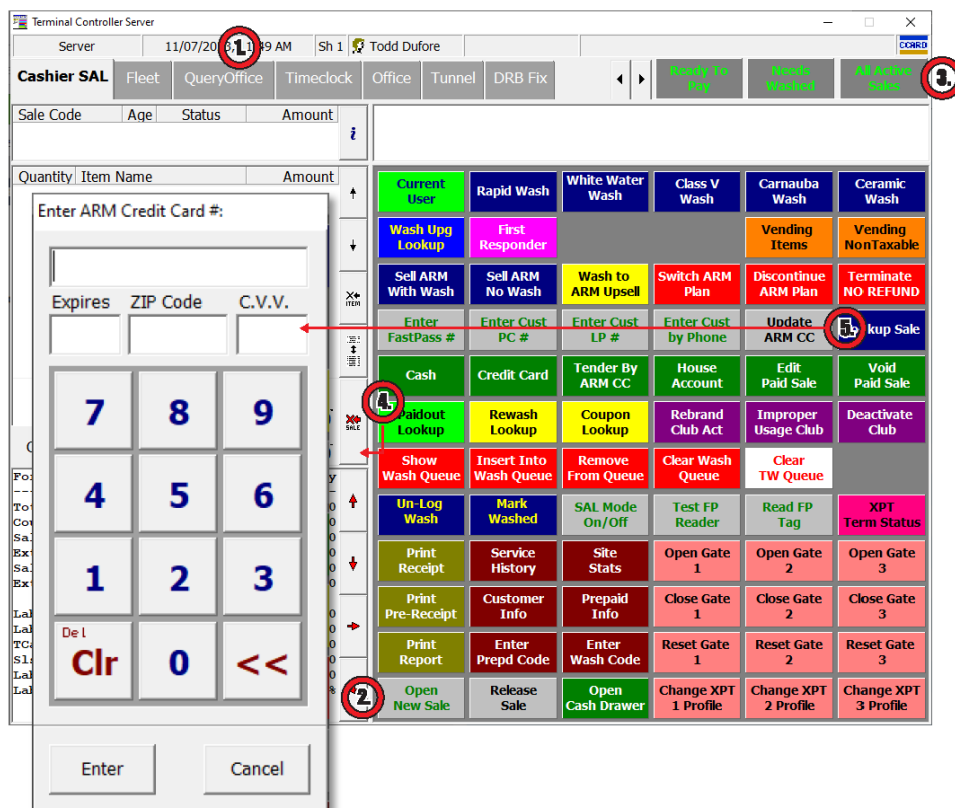
Membership Management Handout 3—Updating/Changing Membership Credit Card

Over time, membership credit cards will be updated or changed due to a credit card expiring or a customer wanting to change the card billed monthly. In either case, the procedure is as follows:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. If the customer is stopped at a pay station or other terminal, find the open transaction via the All Active Sales button and open that sale to edit the customer's card
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Select the Update ARM CC button, and a dialog appears to enter the new card information
6. If the customer is at a pay station, restart the sale at the pay station and let the customer through the gate

HOW TO UPDATE/CHANGE AN ARM PLAN CREDIT CARD

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. If the customer is stopped at an XPT or other terminal find the open transaction via the **'All Active Sales'** button and open that sale to edit the customer's card.
4. Delete all items from the sale with the **'Remove All Items'** button to be sure the sale is empty. Confirm deletion of all items in the dialog box.
5. Select the **'Update ARM CC'** button, a dialog appears to enter in new credit card information.
6. If the customer is at an XPT, restart the sale to process the updated plan and let the customer through the gate.



Membership Management Handout 4—Discontinuing & Terminating Memberships

As you've learned, customers can cancel their memberships at any time. When we cancel a membership, there are two options: discontinue and terminate. When we discontinue a membership, there is no refund for the remainder of the month, but customers can wash their cars until their regular recharge date. When a membership is terminated, the customer will be refunded a prorated amount based on their recharge date, and their membership sticker will immediately become inactive. To complete the process of discontinuing or terminating, perform the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Select the Discontinue ARM Plan or Terminate NO REFUND button to process
6. Press the Cash button

NOTE: Memberships can only be terminated by a Store Manager, General Manager, or Director.

HOW TO DISCONTINUE OR TERMINATE AN ARM PLAN

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Press **'Enter FastPass #'** (or other customer identifier where needed) to identify the customer and open their record.
4. Delete all items from the sale with the **'Remove All Items'** button to be sure the sale is empty. Confirm deletion of all items in the dialog box.
5. Select the **'Discontinue ARM Plan'** (used to let a customer continue to wash for the remainder of the prepaid period) or **'Terminate NO Refund'** (to immediately cancel a plan without any refund) button to process.
6. Press the **'Cash'** button.

The screenshot shows the 'Terminal Controller Server' window. The 'Cashier SAL' tab is selected. The top bar shows the date '11/07/2011' and time '11:49 AM'. The 'Sale Code' section has fields for 'Age', 'Status', and 'Amount'. The main grid contains buttons for various transactions. Red circles and arrows highlight the following steps:

- 1. 'Cashier SAL' tab
- 2. 'Open New Sale' button
- 3. 'Enter FastPass #' button
- 4. 'Remove All Items' button
- 5. 'Discontinue ARM Plan' or 'Terminate NO REFUND' buttons
- 6. 'Cash' button

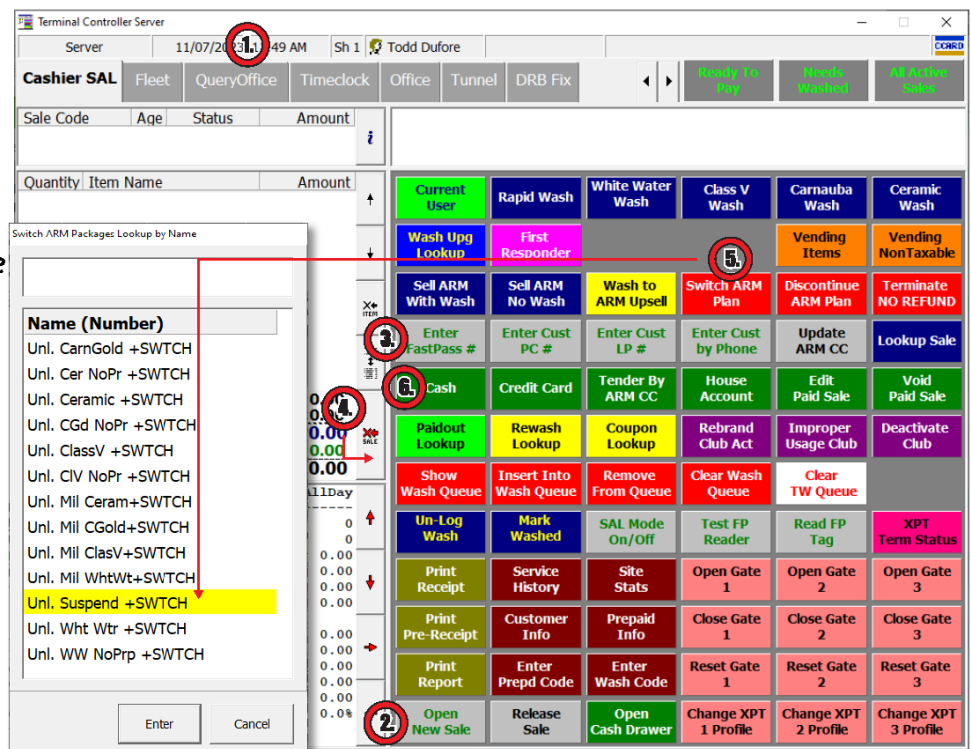
Membership Management Handout 5—Suspending Memberships

Suspending a membership keeps the plan active as a membership for the store while only charging the customer one cent per month until they reactivate their membership. In some of our markets, customers will travel to a different part of the country during the winter months. Rather than cancel and rejoin every year, they can suspend their plan before they leave and easily reactivate it when they return without having to go through the sign-up process again. To suspend a membership, complete the following steps:

1. Open the Terminal Controller and select the SAL/LOBBY tab
2. Press the Open New Sale button to begin a new transaction
3. Press Enter FastPass # or other customer identifier to identify the customer and open their record
4. Delete all items from the sale with the Remove All Items button. Confirm deletion of all items in the dialog box
5. Press the Switch ARM Plan button. When the dialogue box opens, select the Uni. Suspend+ Switch option
6. Press the Cash button

HOW TO SUSPEND A CUSTOMER'S ARM PLAN

1. Open the Terminal Controller and select the **'Cashier SAL NEW'** tab.
2. Press the **'Open New Sale'** button to begin a new transaction.
3. Press **'Enter FastPass #'** (or other customer identifier where needed) to identify the customer and open their record.
4. Delete all items from the sale with the **'Remove All Items'** button to be sure the sale is empty. Confirm deletion of all items in the dialog box.
5. Select the **'Switch ARM Plan'** button to process, a dialog box appears giving you options, select the **'Uni. Suspend +SWTCH'** option.
6. Press the **'Cash'** button.
7. Advise the customer they will be charged 1 penny monthly for the duration of this plan.



Membership Management Handout 6—Replacing a Membership Sticker

When a member gets a new vehicle or windshield replacement, or their sticker becomes damaged, we will replace their old sticker with a new one. Remember, team members cannot remove membership stickers. So, if there is an old sticker on the windshield, the customer must remove it before we can apply the new sticker. While we cannot assist with removing the sticker, we can provide customers with any available tools, such as a plastic safety razor. Changing the sticker includes replacing the physical sticker on the windshield and updating the membership sticker number in their account. To update the membership sticker number, perform the following steps:

1. Open the Terminal Controller and select the Customer tab
2. Press Enter Sticker number or other customer identifier where needed to identify the customer and open their record
3. Press the 'Add/Update FastPass # button, and a dialog box opens. You can enter the number or scan the code on the new sticker. **DO NOT** hit the Clr button; instead, delete the number in the dialog using the Back Arrow Button
4. Go to the customer's vehicle
5. Ask the customer to remove any existing tag on the vehicle

Apply the new membership sticker to the vehicle in the lower driver's side window

HOW TO REPLACE A MEMBER'S FASTPASS TAG

1. Open the Terminal Controller and select the **'Customer'** tab.
2. Press **'Enter FastPass #'** (or other customer identifier where needed) to identify the customer and open their record.
3. Press the **'Add/Update FastPass #'** button, a dialog box opens. You can enter the tag manually or scan the code on the new tag.
4. **DO NOT** hit the **'Clr'** button, instead delete out the number in the dialog with the **Back Arrow Button**.
5. Apply the FastPass Tag to the vehicle in the lower driver's side window removing the old tag first.

The screenshot shows the 'Terminal Controller Server' application window. The 'Customer' tab is selected. A dialog box titled 'Enter FastPass tag #' is open, displaying the tag number '44065+067550'. The dialog has a numeric keypad with buttons for digits 0-9, a 'Clr' button, and a back arrow button. A red circle with the number '4' is around the back arrow button. Another red circle with the number '1' is around the 'Customer' tab in the main interface. A red circle with the number '2' is around the 'Enter FastPass #' button in the bottom toolbar. A red circle with the number '3' is around the 'Add/Update FastPass #' button in the bottom toolbar. A red arrow points from the text 'DO NOT PRESS THIS!' to the 'Clr' button in the dialog.

DO NOT PRESS THIS!

