



DEVELOPMENT PROGRAM

200

TEAM LEADER 1

Handouts

TEAM LEADER HANDOUTS

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GAME PLAN 201

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.

Game Plan Handout 2—Game Plan Board Example

ENABLE EVERYONE TO LEAD



GAME PLAN

Spartan of the Week: BILLY



	7	8	9	10	11	12	1	2	3	4	5	6	7
Spartan													
Leonidas	T	QB	PS	D	L	X	T	D	PS	L	X	X	X
Mia	X	X	X	T	QB	PS	L	QB	X	T	QB	L	T
MC	X	X	T	D	PS	L	X	T	QB	PS	T	QB	X
Stelios	X	X	X	X	X	X	PS	PS	T	X	PS	T	QB
Dom	X	X	QB	PS	T	QB	X	L	PS	X	X	X	X
Flip	QB	T	L	QB	X	T	QB	X	X	X	X	X	X
Billy													

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 aren't scheduled for work that day.

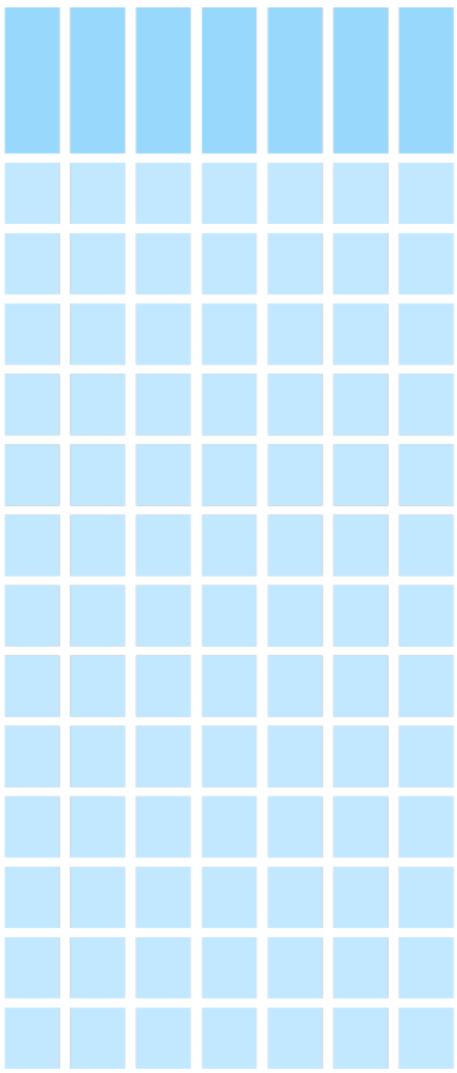
Development (D)
The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.

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

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

Game Plan Handout 3—Game Plan Board

ENABLE EVERYONE TO LEAD



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.

Lot (L)

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

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.

Spartan	7	8	9	10	11	12	1	2	3	4	5	6	7

Spartan of the Week: _____

GAME PLAN



THE LOT 203

The Lot Handout 1—What

The following are the items you will need perform all 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 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 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 our current open positions and allow them to apply. These cards are distributed anytime we interact with someone interested in joining the WhiteWater team.

The Lot & Downtime Tasks Handout 2—Customer Feedback Survey

CUSTOMER SURVEYS

2023



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

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

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 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:

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 bush 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.

TEAM LEADER HANDOUTS

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

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

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

TEAM LEADER HANDOUTS

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

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.

WHEEL CLEAN
Cleans off the organic soils on tires as well as the wheels.

SUPER SHINE
Designed to create large beads of water to assist the dryers in efficient water removal.

TRI FOAM POLISH
Further conditions the exterior surface to prepare the vehicle for any endline waxes and sealants.

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

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.

RAIN REPELLANT
Helps repel the rain and adds surface protection from all weather conditions.

CARNAUBA WAX
Provides a polymer coating on the surface and creates a hard wax shine and feel.

CERAMIC SHINE
Total body protectant that seals in the glass-like finish and provides long lasting protection.

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

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.

TEAM LEADER HANDOUTS

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

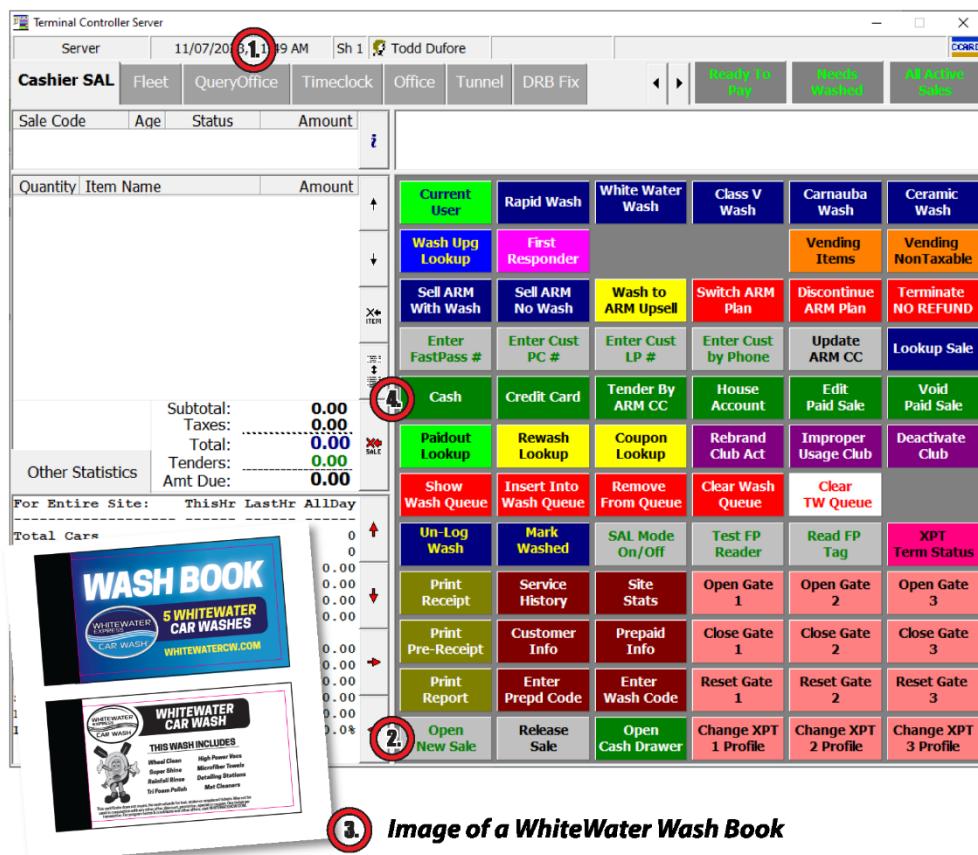
When a customer is using a credit card to purchase a wash book at the SAL or in the lobby, perform the following steps:

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.



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

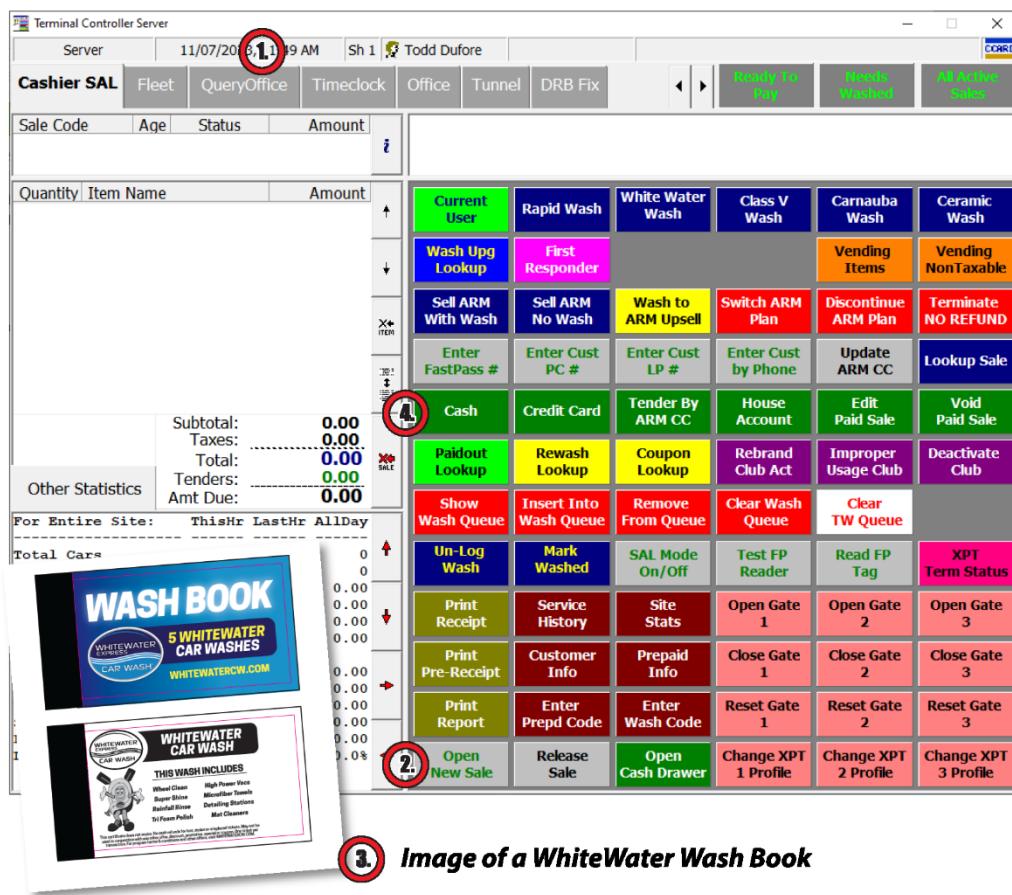
When a customer is using cash to purchase a wash book in the lobby, perform the following steps:

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.



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

TEAM LEADER HANDOUTS

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.

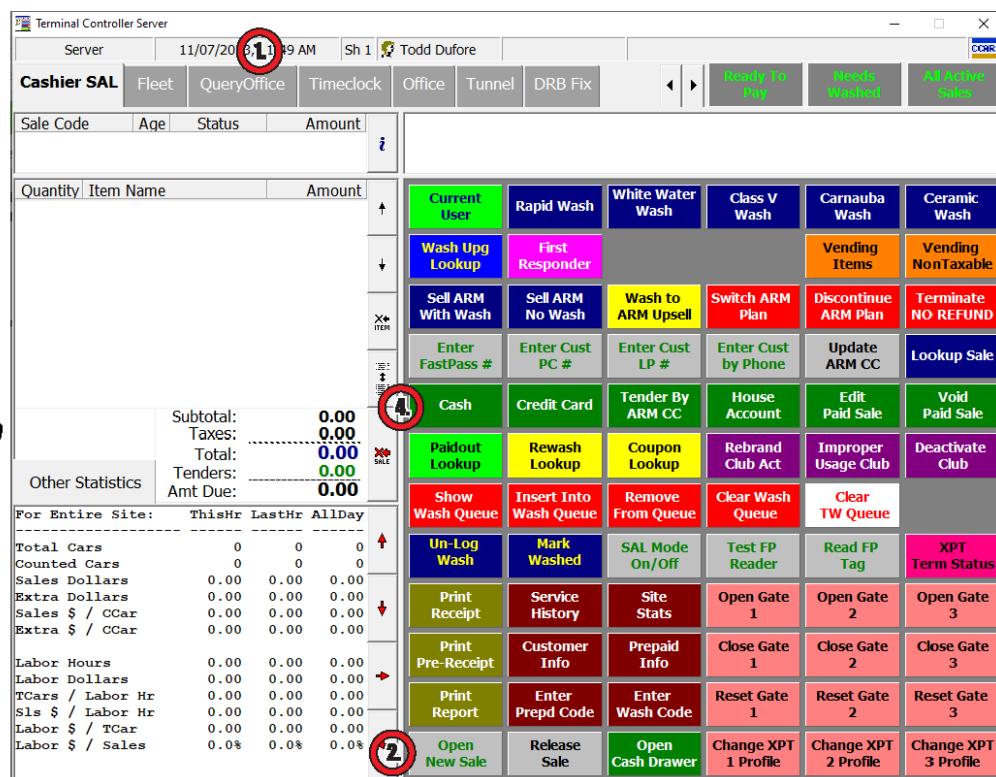
Press the 'Open New Sale' button to begin a new transaction.

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

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

TEAM LEADER HANDOUTS

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

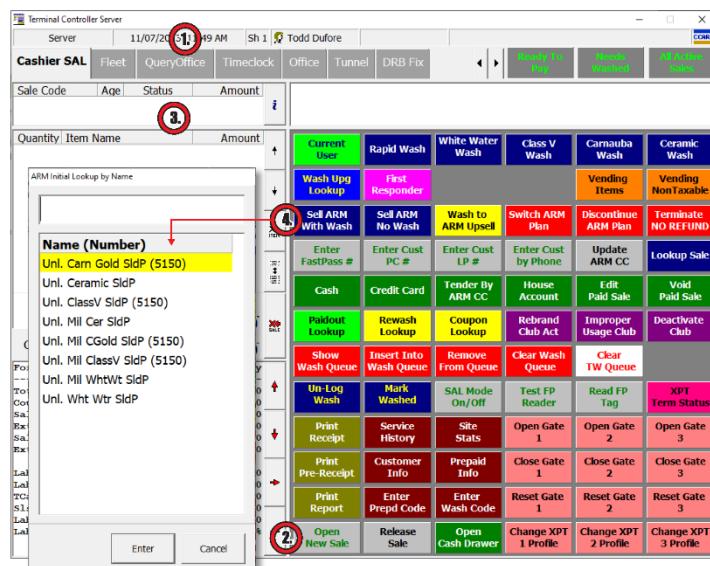
1. Go to the Lobby/SAL tab
2. Scan a membership sticker
3. Press the Sell USC With Wash button
 - A lookup box will appear
4. Select the appropriate membership from the list
5. Swipe the customer's credit card
6. Give the customer their receipt
7. Go to the Customer tab
8. Take the sticker to the customer's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



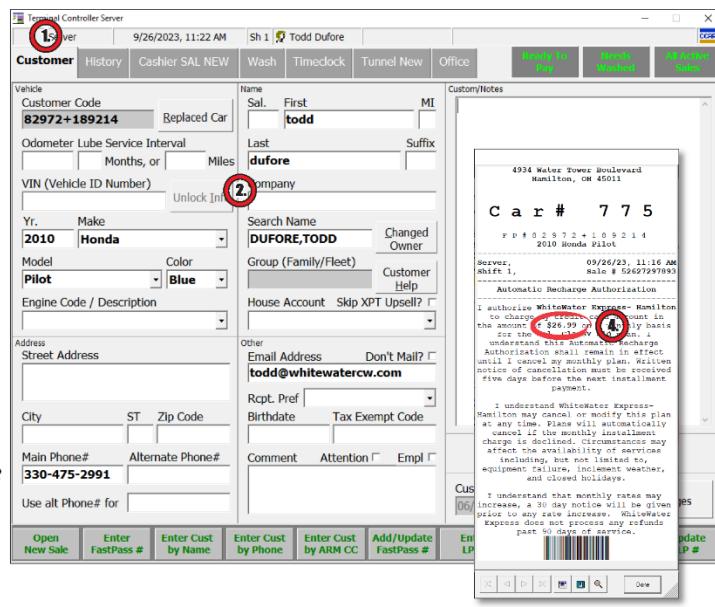
Image of a FastPass Tag



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

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 'Customer' tab selected in the Terminal Controller Server software. The bottom row of buttons is highlighted with red circles and numbered 1 through 4. A red arrow points from the number 1 to the 'Customer' tab. Another red arrow points from the number 2 to the 'Enter FastPass #' button. A third red arrow points from the number 3 to the 'Enter Cust by Name' button. A fourth red arrow points from the number 4 to the bottom row of buttons.

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.

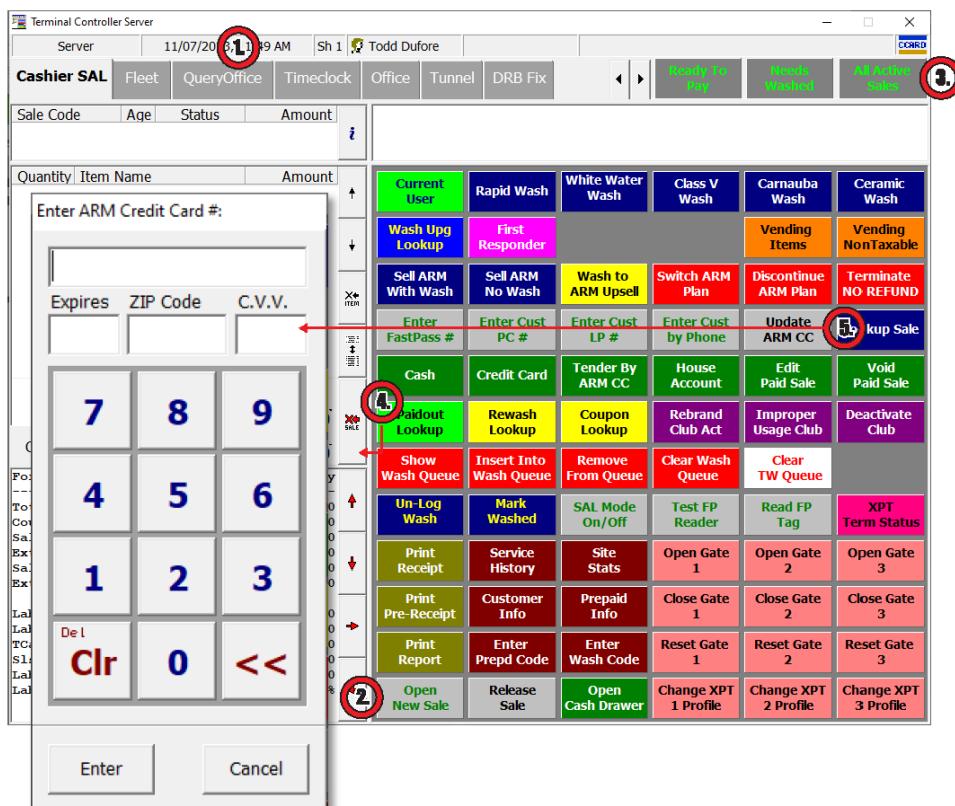
2. Press the 'Open New Sale' button to begin a new transaction.

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

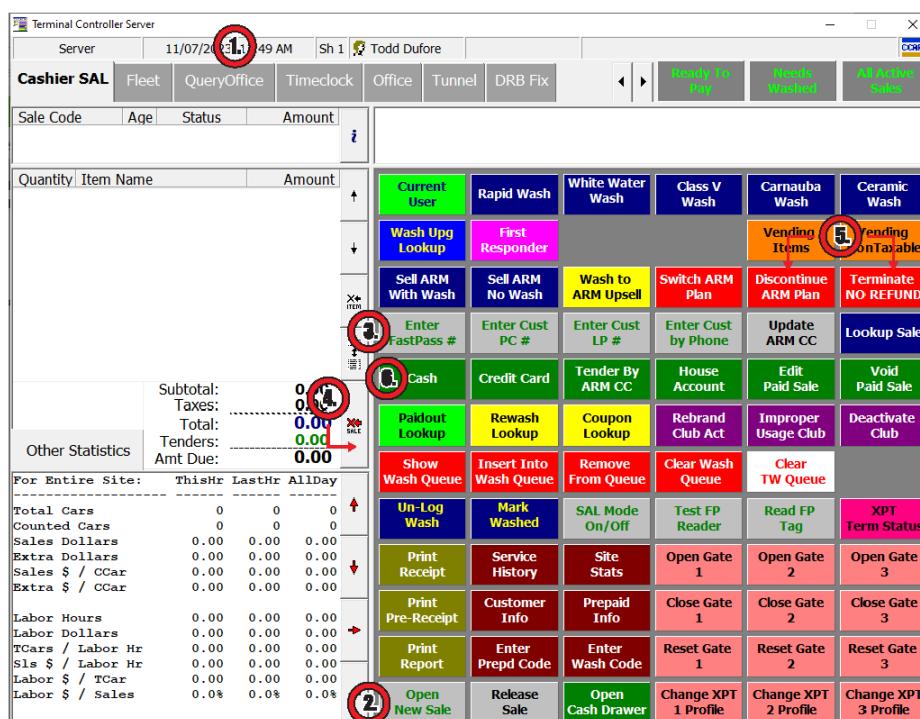
As you've learned, customers can cancel their memberships at any time. When we cancel a membership, there are two options: discontinue and terminate. When we discontinue a membership, there is no refund for the remainder of the month, but customers can wash their cars until their regular recharge date. 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.



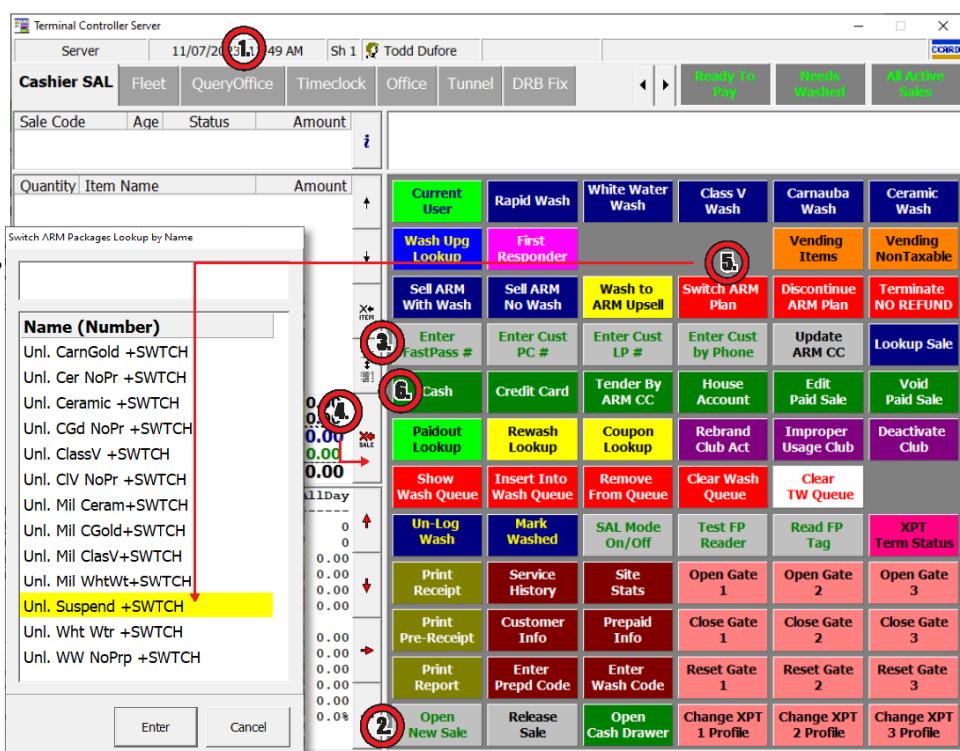
Membership Management Handout 5—Suspending Memberships

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

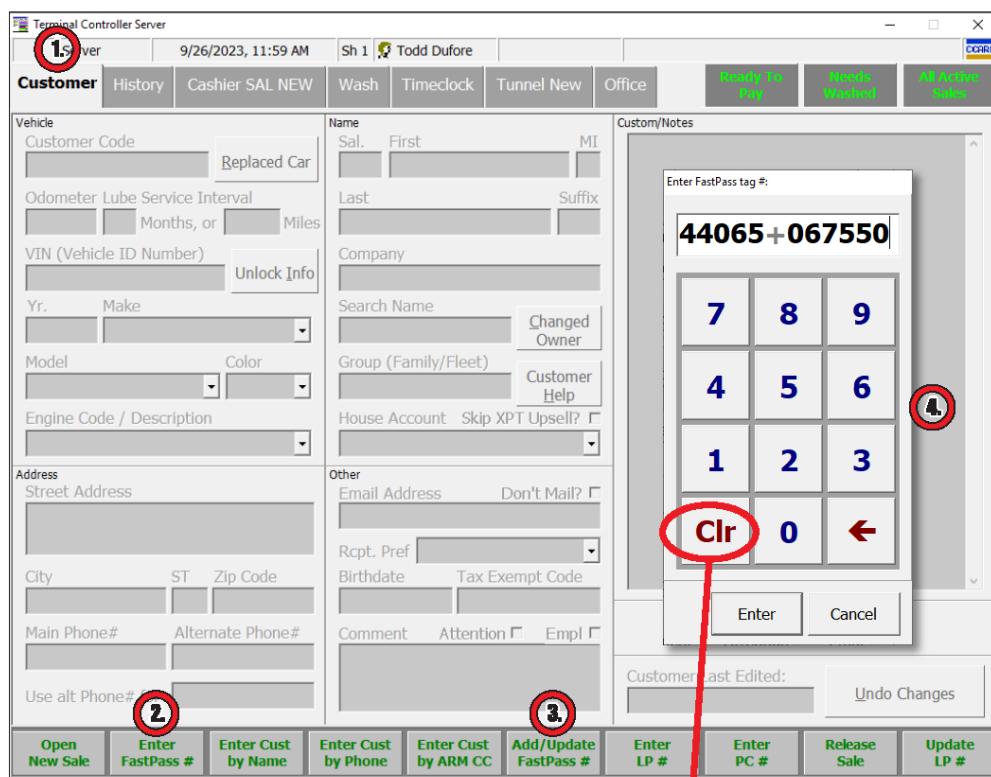
When a member gets a new vehicle or windshield replacement, or their sticker becomes damaged, we will replace their old sticker with a new one. Remember, team members cannot remove membership stickers. So, if there is an old sticker on the windshield, the customer must remove it before we can apply the 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.



DO NOT PRESS THIS!