DEVELOPMENT PROGRAM 400

TEAM LEADER 2

Developer Guide

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TEAM LEADER 2 OVERVIEW-400

Welcome

Welcome to the Team Leader 2 Development Program. In this program, you will develop all Team Leader tasks on the Game Plan Board by completing the Prep, Tunnel Touch Screen, and Loading modules before learning about Store Opening & Closing. Finally, you will learn about the pit cleaning procedure and how to ensure the car wash and vacuums are always functioning properly.

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.

PREP-401

Welcome

Welcome to the Prep Module. In this module, you will learn about the prep procedures and how to prepare each vehicle to enter the wash as part of the tunnel position of the game plan board. You will also learn about tunnel downtime tasks that can safely be performed in the loading area.

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.

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Why

The purpose of prep is to prepare vehicles to enter the car wash by quickly removing bugs and other materials and substances from the grill, windshield and back of the car.

What

The following are the items you will need to complete the prep procedures:

1. Bug Spray
   The bug spray is used on vehicles with excessive bug buildup.
2. Prep Soap
   The prep soap is a combination of bug spray and water that is used to fill the prep buckets.
3. Prep Bush
   The prep brush is used to apply prep soap to the vehicle.
4. Prep Bucket
   The prep bucket contains the prep soap and holds the prep brushes throughout the day
5. Bucket Fill
   The bucket fill is used to activate the prep guns. Depending on location, the bucket fill may be activated using the TTS or a start/stop button.
6. Prep Gun
   The prep gun is used to add prep soap to the prep buckets, remove excessive mud and snow/ice, and prep area downtime tasks.
7. Safety Cone
   A cone is used to prevent customers from driving onto the conveyor if we are going to be in a position where we may not be immediately ready to load a vehicle.
8. Squeegee
   The squeegee is used for cleaning the tunnel floor in the loading area.
9. Towel & All-Purpose Cleaner
   A towel and all-purpose cleaner will be used for downtime cleaning tasks.
10. Ladder
    A ladder may be needed for some tunnel downtime cleaning tasks.

Educate

Once a vehicle has been loaded onto the conveyor, it is time to prepare the car for the tunnel. This is done with a combination of bug spray and bug prep. The prep soap is designed to help loosen bugs and other substances from the vehicle's surface, specifically the grill and windshield. The prep soap, combined with the friction of the prep brush, allows us to remove some of those substances before the vehicle goes into the tunnel to ensure all tunnel products are correctly applied to the vehicle. While the prep soap does help the cleaning of the car, too much prep soap can adversely affect the wash quality due to changing the wash chemistry. In fact, the car wash itself will get most vehicles 90 percent clean without any prep at all. The most important thing about prep is to remember to trust your tunnel, and only prep the grill, windshield and back of the vehicle and not over prep each area.

Safety

Whenever we perform the prep procedures, our number one priority is safety. Customer safety, equipment safety, and, above all else, team member safety. We must NEVER stand in front of cars or on the conveyor while prepping. Even if that means we cannot brush the entire grill, windshield, or back of the vehicle. Several things could go wrong even after a customer has been loaded onto the conveyor, and we don't want anyone standing in front or behind a car in case something were to happen. During prep, the conveyor should NEVER be crossed.

Safety Cone

Anytime we are in a position where we may not be immediately ready to load a vehicle, we place the safety cone in front of the conveyor just before the roller-up door. This ensures your safety and that of the customers. The safety cone should only be used to stop cars when we are performing cleaning tasks that require you or a piece of equipment to be in the center of the loading area. The cone is also used if you must leave the loading area unattended in response to an issue in the tunnel.

Downtime Tasks

When you are in the tunnel position, there will periodically be downtimes when the volume slows down. When this occurs, some additional tasks can be completed to ensure the cleanliness of the loading area. Let's review the downtime tasks that can be completed in the tunnel position.

Tunnel Floor

As each day progresses, the tunnel floor in the loading area will accumulate dirt, soap, and other substances. During downtime, use the squeegee to push the accumulated dirt, soap, water, etc., toward the grates in the tunnel's center.

Entrance Arch

The entrance arch is the large signage arch at the tunnel entrance indicating which wash the customer receives and the loading instructions. Over time, the arch gets dirty and may become hard for customers to read. To prevent this, wiping down the signage with a towel and all-purpose cleaner is an excellent use of downtime. The sign face of the entrance arch can easily be scuffed or scratched if they are cleaned with anything abrasive, such as prep brushes or scrub pads. Additionally, the entrance arch should never be cleaned using the prep gun as the high pressure of the prep gun can cause damage to the signage or lights on the arch. So, when cleaning the arch, we must always use a towel. In the rare event that it is necessary to rinse the entrance arch, we only use a water hose with a low-pressure attachment.

Camera Arch

The cameras at the tunnel entrance allow us to see multiple angles of every vehicle as they enter the tunnel. This allows us to review footage anytime we investigate claims of damage that customers file. In order to ensure we are always able to perform thorough investigations, the cameras must be kept clean. Wiping down the signage with a towel and all-purpose cleaner is another great use of downtime. The cameras can easily be scuffed or scratched if they are cleaned with anything abrasive, such as prep brushes or scrub pads, which would also hinder our ability to review footage thoroughly. So, when cleaning the cameras, always use a towel.

Bug Spray

The bug spray is used when a vehicle has a significant buildup of bugs or other substances on the grill, front bumper, or windshield. Anytime bugs are visible from the prep area when a vehicle is outside of the tunnel, the bug spray should be used after the vehicle is loaded. The bug spray is used to help break down bugs and road film that has accumulated on the front of the car. It is unnecessary to dispense a mass amount of bug spray on vehicles when using bug spray. More bug spray does not equal more cleaning. Too much bug spray can be detrimental to the overall wash quality. So, you will only need to make one or two passes with bug spray. Lastly, we never apply bug prep to some areas of the vehicle, including the roof, back of the vehicle, or wheels and tires. So remember, only apply bug prep to the grill, front bumper, or windshield.

Bug Prep (Using the Prep Brush)

The prep brush is the primary resource when prepping. The prep brush is used to brush prep soap onto the grill, front bumper, windshield, and back of the vehicle. Like the bug spray, too much prep soap can negatively affect wash quality, so less is more. With that in mind, when you are prepping alone, it is not necessary to get every single inch of the grill and windshield, and you should only brush as much of the vehicle as can be reached without stepping on or over the conveyor. You must follow the same safety protocol when you get to the back of the car.

Type of Brush

Our prep brush is a three-sided hog-hair brush that provides maximum coverage. The hog's hair bristles offer finer, longer filaments than any other material for a softer, safer prep soap application that will not scratch the grill, front bumper, or windshield. These brushes minimize grit accumulation, so once they are rinsed in the bucket, the dirt and bugs accumulated from the vehicle won't stick to the bristles.

Prep Procedure

The following are the steps for completing the prep procedures once a vehicle has been loaded onto the conveyor:

One Person in the Tunnel

1. Apply bug spray to the grill **(if necessary)**
2. Program any necessary retracts
    - Retracts must be programmed before the vehicle passes through the entrance eyes
3. Brush the grill and front bumper
4. Brush the windshield
5. Dip the brush in the prep bucket
6. Brush the back window **(Truck & SUV Only)**
7. Brush the back of the vehicle
8. Return the brush to the prep bucket

Two People in the Tunnel

Driver Side

1. Program any necessary retracts
    - Retracts must be programmed before the vehicle passes through the entrance eyes
2. Brush the back window **(Truck & SUV Only)**
3. Brush the back of the vehicle
4. Return the brush to the prep bucket

Passenger Side

1. Check for items in truck beds, trailer hitches, etc. and make any retract callouts
2. Apply bug spray to the grill **(if necessary)**
3. Brush the grill and front bumper
4. Brush the windshield
5. Return the brush to the prep bucket

Prep Quiz

Once the employee has completed the module, they must 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. We must NEVER stand in front of cars or on the conveyor while prepping.
   - **a. True**
   - b. False
2. Crossing over the conveyor is okay if you can't reach all the way across the vehicle.
   - a. True
   - **b. False**
3. The bug spray should be used when you see even a small amount of bugs.
   - a. True
   - **b. False**
4. The bug spray is used only if the vehicle has a _____ buildup of bugs or other substances on the grill, front bumper, or windshield.
   - a. Minimal
   - b. Moderate
   - **c. Significant**
   - d. Bug Spray is used on every vehicle
5. Too much prep soap will affect wash quality in what way?
   - a. Positively
   - **b. Negatively**
   - c. No Impact
6. When is it okay to stand in front of cars?
   - a. Only during prep
   - b. When loading tall vehicles
   - c. Always
   - **d. Never**
7. The prep soap is designed to help loosen bugs and other substances from the vehicle's surface, specifically from the _____. (Select all that apply)
   - **a. Front Bumper**
   - b. Back of the vehicle
   - **c. Grill**
   - **d. Windshield**
   - e. Wheels & Tires
   - f. Roof

8. Anytime we are in a position where we may not be immediately ready to load a vehicle, we place the _____ in front of the conveyor.
    a. Stop Sign
    b. Stop Light
    c. Safety Cone
    d. All of the above
9. Which of the following are downtime tasks? (Select all that apply)
    a. Tunnel Floor
    b. Entrance Arch
    c. Pay Stations
    d. Camera Arch
    e. Cleaning the Equipment Room
10. The entrance arch should never be cleaned using which of the following? (Select all that apply)
    a. Prep Gun
    b. Towels
    c. Prep Brushes
    d. Scrub Pads

Prep 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, give the team member **Prep Handouts 1 & 2**, review the safety aspects, resources, downtime tasks, and prep procedures, and answer any additional questions that arise.

Passenger Side

Without commentary or interruption, and in real-time, demonstrate the prep procedure by completing two to three sets of 5-10 cars on the passenger side. Performing multiple sets of multiple cars allows the team member to see multiple scenarios. It will also allow the team member to observe the process and ask questions after each set. Once you have completed all sets and answered all questions, proceed to Perform & Coach for the passenger side.

Driver Side

Without commentary or interruption, and in real-time, demonstrate the prep procedure by completing two to three sets of 5-10 cars on the driver side. Performing multiple sets of multiple cars allows the team member to see multiple scenarios. It will also allow the team member to observe the process and ask questions after each set. Once you have completed all sets and answered all questions, proceed to Perform & Coach for the driver side.

Prep 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.

Passenger Side

Without commentary or interruption, and in real-time, have the team member perform the passenger side prep procedures by completing two to three sets of 5-10 cars. Performing multiple sets of multiple cars allows the team member to experience multiple scenarios. After each set is completed, provide coaching to the team member. Continue prepping sets of cars until the team member is ready to move to the driver-side prep procedures.

Driver Side

Without commentary or interruption, and in real-time, have the team member perform the driver side prep procedures by completing two to three sets of 5-10 cars. Performing multiple sets of multiple cars allows the team member to experience multiple scenarios. After each set is completed, provide coaching to the team member. Continue prepping sets of cars until the end of the development session. **You or another team member will need to perform the loading and retract procedures while the team member is performing the driver side steps.**

On subsequent opportunities, continue prepping multiple sets of cars on both sides of the vehicle.

Remember, this module focuses on learning about the prep procedures. At this point, the team member has not learned about retracts or loading, and while situations or questions may come up that are related to those areas, those questions will be answered in later development modules.

Prep Handout 1

Safety

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Safety Cone

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When you are in the tunnel position, there will periodically be downtimes when the volume slows down. When this occurs, some additional tasks can be completed to ensure the cleanliness of the loading area. Let's review the downtime tasks that can be completed in the tunnel position.

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Type of Brush

Our prep brush is a three-sided hog-hair brush that provides maximum coverage. The hog's hair bristles offer finer, longer filaments than any other material for a softer, safer prep soap application that will not scratch the grill, front bumper, or windshield. These brushes minimize grit accumulation, so once they are rinsed in the bucket, the dirt and bugs accumulated from the vehicle won’t stick to the bristles.

Prep Handout 2—Prep Procedures

The following are the steps for completing the prep procedures once a vehicle has been loaded onto the conveyor:

One Person in the Tunnel

1. Apply bug spray to the grill **(if necessary)**
2. Program any necessary retracts
    - Retracts must be programmed before the vehicle passes through the entrance eyes
3. Brush the grill and front bumper
4. Brush the windshield
5. Dip the brush in the prep bucket
6. Brush the back window **(Truck & SUV Only)**
7. Brush the back of the vehicle
8. Return the brush to the prep bucket

Two People in the Tunnel

Driver Side

1. Program any necessary retracts
    - Retracts must be programmed before the vehicle passes through the entrance eyes
2. Brush the back window **(Truck & SUV Only)**
3. Brush the back of the vehicle
4. Return the brush to the prep bucket

Passenger Side

1. Check for items in truck beds, trailer hitches, etc. and make any retract callouts
2. Apply bug spray to the grill **(if necessary)**
3. Brush the grill and front bumper
4. Brush the windshield

Return the brush to the prep bucket

TUNNEL TOUCH SCREEN (DRB)-402

Welcome

Welcome to the Tunnel Touch Screen Module. In this module, you will learn about equipment retracts, when to use them, sending cars, and the wash queue functions. You will also learn how and when to use each of these 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

The purpose of learning about the tunnel touch screen is to become familiar with the various buttons and functions and when to use each one. When you are in the tunnel position, it is part of your responsibility to ensure that all necessary wash adjustments are entered before a vehicle enters the photo eyes. Additionally, understanding how to send cars and managing the wash queue are key to keeping cars moving through the tunnel at an efficient pace.

What

The tunnel touch screen is the only item that will be needed to complete all tasks related to the TTS.

Educate

The tunnel touch screen (TTS) is used in the tunnel to program retracts, send cars, and adjust the wash queue as necessary. The TTS will be located at the entrance of the tunnel near the loading area. Let’s review each of the key functions of the tunnel touchscreen.

Retracts

A retract is a tunnel function that prevents a selected piece of equipment from engaging and contacting a vehicle. Retracts are used when vehicle or tunnel equipment damage is possible due to the vehicle's condition. The retract button used on the TTS will be dependent on the area of the vehicle that needs to be avoided. Let’s review our retracts, their functions, and when to use them.

Front Retract

The front retract is used when a vehicle has a hitch, winch, or other item on the front of the vehicle. The retract prevents the wraps from touching the front of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Rear Retract

The rear retract is used when a vehicle has a trailer hitch, spare tire, or other item on the back of the vehicle. The retract prevents the wraps from touching the back of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Full Retract

The full retract is used when a vehicle has items extending past the vehicle's side. The retract prevents the wraps from touching the sides of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Tire Brush & Tire Shine Retracts

The tire brush and tire shine retracts are used when there is any damage to the lower portion of the vehicle or if a vehicle has maximum-width tires or low running boards to ensure no damage is caused. Additionally, the tire shine retract is used at a customer's request.

Top Brush Retract

The top brush retract is used to prevent the top brush from coming down on a vehicle. This retract is used if a vehicle has a roof rack bar that is four inches or taller, roof rack bars that have wind deflectors, light bars on the hood, windshield or roof, brush guards that protrude from the front end, fifth wheel hitches, windshield visors, smokestacks that are taller that the top of the vehicle, large spoilers, etc. It is important to remember that the top brush retract will not prevent the brush from spinning; it will only prevent it from coming down, so ensure that anything above the roof line will still clear beneath the top brush.

Shammy Retract

At some locations, there are drying wheels at the exit of the tunnel that help remove water from the vehicle as it passes through the blowers. The shammy retract is used for the same reasons as a top brush retract for these locations. If your location has a top brush and shammy retract, anytime you use one, you will need to use the other.

Open Bed

The open bed retract is used when there is an open truck bed. This retract will keep the top brush from coming down into the back of the bed, which prevents any substances or debris from getting in the top brush and potentially causing damage to vehicles or tunnel equipment. The open bed retract also signals the blowers to turn off before reaching the truck bed to prevent the blowers from activating as the vehicle goes under them. This prevents anything from flying out of the truck bed and causing any damage.

Sending Vehicles

In the car wash, the phrase “sending a vehicle” refers to the rollers being lifted to the top deck and the car moving into the wash. Once the rollers are pushing the car, it is considered sent. Let’s review the TTS buttons that pertain to sending vehicles.

Send Car

The send car button is used when the auto roller function is unavailable, and vehicles must be sent manually. The send car button will engage the roller-up fork to send the rollers to the top deck.

Extra Roller

The extra roller button is used when there are less than two rollers behind a vehicle's rear tire. Typically, this button is used when a car jumps rollers after being loaded onto the conveyor. To prevent collisions in the tunnel, when a vehicle jumps a roller while in the tunnel, there must always be at least two rollers behind the rear tire. So, anytime there aren’t two rollers behind the car, you will need to use the extra roller button.

Wash Queue

The wash queue controls the order of the washes being programmed into the wash and is essentially a chronological list of the washes that have been processed at the pay stations but have not yet been sent down the tunnel. Several queue functions are needed throughout each tunnel rotation, and a clear understanding of each function is important to success in the position. Let’s review each queue function and when they are used.

Show Wash Queue

The show wash queue button will show you your wash queue. Once the queue box appears on the screen, you will be able to select the wash you want to insert or remove a wash from the queue.

Insert Into Wash Queue

The insert into wash queue button is used when you need to insert a single wash into the wash queue. It is most commonly used when the queue gets out of order, a wash needs to be moved to a different position or a rewash is programmed. Once you have located the wash, press the insert into wash queue button, input the appropriate number, then press “OK.”

Remove from Wash Queue

The remove from wash queue button is used when you need to remove a single wash from the wash queue. It is most commonly used when a customer cannot wash after they have already paid for one reason or another. Once you have located the wash in the queue, note its position in the queue, then press the remove from wash queue button. Input the wash position and press “OK.” Always ensure you have selected the correct wash before removing the wash.

Advance Wash Queue

The advance wash queue button is an infrequently used function that removes the wash from position one in the queue. This button is commonly needed when there is an issue, such as reading that the car is too long or pre-reading the car.

Clear Wash Queue

The clear wash queue button will clear the entire wash queue and is used to remove all wash from the queue. This button is used infrequently and only when every vehicle in the queue needs to be removed. If only one or two washes need to be removed, use the remove from wash queue button.

Clear Tunnel Watch (TW) Queue

The tunnel watch (TW) queue will register a vehicle in the tunnel queue when the entrance eyes are broken. The car is then removed from the tunnel queue when the eyes are no longer broken by the vehicle. The queue will only ever contain one vehicle, but sometimes the queue won’t advance for one reason or another. The clear TW button will remove the car from the tunnel queue and allow the next wash to move from the wash queue.

Tunnel Touch Screen 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. A _____ is a tunnel function that prevents a selected piece of equipment from engaging and contacting a vehicle.
    - **a. Retract**
    - b. Extract
    - c. Pull Back
    - d. Off Car
2. There must always be at least ____ rollers behind the rear tire.
    - a. One
    - **b. Two**
    - c. Three
    - d. Five
3. The remove from wash queue button is used when you need to remove _____ from the wash queue
    - **a. A single wash**
    - b. Multiple washes
    - c. All washes
    - d. None of the above
4. The rear retract is used when a vehicle has which of the following? (Select all that apply)
    - **a. Trailer Hitch**
    - **b. Spare Tire**
    - c. Damage to the front of the vehicle
    - d. Items in a truck bed
5. The phrase “sending a vehicle” refers to _____.
    - a. The vehicle being brought onto the conveyor
    - **b. The vehicle moving into the wash**
    - c. The vehicle exiting the tunnel
    - d. The vehicle exiting the property
6. The tunnel touch screen (TTS) is used in the tunnel for which of the following? (Select all that apply)
    - **a. Retracts**
    - b. Wash Selection
    - **c. Sending Cars**
    - **d. Wash Queue**
    - e. Tunnel Timing

7. The wash queue is essentially a chronological list of all the washes processed in that hour.
    a. True
    b. False
8. The send car button is used when the auto roller function is unavailable.
    a. True
    b. False
9. Match the following wash queue buttons with their function

Show Wash Queue	This button will show you all of the cars in the wash queue
Remove from Wash Queue	This button is used to remove a single wash from the queue
Advance Wash Queue	This button removes the first wash in the queue
Insert Into Wash Queue	This button is used to insert a single wash into the queue

10. Match the following retracts buttons with their function

Front Retract	This retract is used when a vehicle has a hitch, winch, or other item on the front of the vehicle
Top Brush Retract	This retract is used to prevent the top brush from coming down on a vehicle
Open Bed	This retract will keep the top brush from coming down into the back of the bed and signals the blowers to turn off before reaching the truck bed.
Full Retract	This retract is used when a vehicle has items that extend past the side of the vehicle

Tunnel Touch Screen 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 connect the steps or information 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, show them the TTS and review each button and their functions. As vehicles are loaded, demonstrate programming any retracts that are required. Once you have finished, ask the team member if they have any questions and provide the answers. Then give the team member the **Tunnel Touch Screen Handout** to review and study.

Tunnel Touch Screen 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 explain each of the TTS buttons, their functions, and when they should be used, and provide coaching after each description is delivered. As vehicles are loaded, have the team member program any retracts that are required and provide coaching on their usage. Repeat the Perform & Coach process until the team member has complete knowledge and understanding of the tunnel touch screen.

Tunnel Touch Screen Handout 1

The tunnel touch screen (TTS) is used in the tunnel to program retracts, send cars, and adjust the wash queue as necessary. The TTS will be located at the entrance of the tunnel near the loading area. The following are the key functions of the tunnel touchscreen.

Retracts

A retract is a tunnel function that prevents a selected piece of equipment from engaging and contacting a vehicle. Retracts are used when vehicle or tunnel equipment damage is possible due to the vehicle's condition. The retract button used on the TTS will be dependent on the area of the vehicle that needs to be avoided. Let’s review our retracts, their functions, and when to use them.

Front Retract

The front retract is used when a vehicle has a hitch, winch, or other item on the front of the vehicle. The retract prevents the wraps from touching the front of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Rear Retract

The rear retract is used when a vehicle has a trailer hitch, spare tire, or other item on the back of the vehicle. The retract prevents the wraps from touching the back of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Full Retract

The full retract is used when a vehicle has items extending past the vehicle's side. The retract prevents the wraps from touching the sides of the vehicle to prevent the wraps from getting caught on the protruding item and potentially damaging a vehicle or the equipment.

Tire Brush & Tire Shine Retracts

The tire brush and tire shine retracts are used when there is any damage to the lower portion of the vehicle or if a vehicle has maximum-width tires or low running boards to ensure no damage is caused. Additionally, the tire shine retract is used at a customer's request.

Top Brush Retract

The top brush retract is used to prevent the top brush from coming down on a vehicle. This retract is used if a vehicle has a roof rack bar that is four inches or taller, roof rack bars that have wind deflectors, light bars on the hood, windshield or roof, brush guards that protrude from the front end, fifth wheel hitches, windshield visors, smokestacks that are taller that the top of the vehicle, large spoilers, etc. It is important to remember that the top brush retract will not prevent the brush from spinning; it will only prevent it from coming down, so ensure that anything above the roof line will still clear beneath the top brush.

Shammy Retract

At some locations, there are drying wheels at the exit of the tunnel that help remove water from the vehicle as it passes through the blowers. The shammy retract is used for the same reasons as a top brush retract for these locations. If your location has a top brush and shammy retract, anytime you use one, you will need to use the other.

Open Bed

The open bed retract is used when there is an open truck bed. This retract will keep the top brush from coming down into the back of the bed, which prevents any substances or debris from getting in the top brush and potentially causing damage to vehicles or tunnel equipment. The open bed retract also signals the blowers to turn off before reaching the truck bed to prevent the blowers from activating as the vehicle goes under them. This prevents anything from flying out of the truck bed and causing any damage.

Sending Vehicles

In the car wash, the phrase “sending a vehicle” refers to the rollers being lifted to the top deck and the car moving into the wash. Once the rollers are pushing the car, it is considered sent. Let’s review the TTS buttons that pertain to sending vehicles.

Send Car

The send car button is used when the auto roller function is unavailable, and vehicles must be sent manually. The send car button will engage the roller-up fork to send the rollers to the top deck.

Extra Roller

The extra roller button is used when there are less than two rollers behind a vehicle's rear tire. Typically, this button is used when a car jumps rollers after being loaded onto the conveyor. To prevent collisions in the tunnel, when a vehicle jumps a roller while in the tunnel, there must always be at least two rollers behind the rear tire. So, anytime there aren’t two rollers behind the car, you will need to use the extra roller button.

Wash Queue

The wash queue controls the order of the washes being programmed into the wash and is essentially a chronological list of the washes that have been processed at the pay stations but have not yet been sent down the tunnel. Several queue functions are needed throughout each tunnel rotation, and a clear understanding of each function is important to success in the position. Let’s review each queue function and when they are used.

Show Wash Queue

The show wash queue button will show you your wash queue. Once the queue box appears on the screen, you will be able to select the wash you want to insert or remove a wash from the queue.

Insert Into Wash Queue

The insert into wash queue button is used when you need to insert a single wash into the wash queue. It is most commonly used when the queue gets out of order, a wash needs to be moved to a different position or a rewash is programmed. Once you have located the wash, press the insert into wash queue button, input the appropriate number, then press “OK.”

Remove from Wash Queue

The remove from wash queue button is used when you need to remove a single wash from the wash queue. It is most commonly used when a customer cannot wash after they have already paid for one reason or another. Once you have located the wash in the queue, note its position in the queue, then press the remove from wash queue button. Input the wash position and press “OK.” Always ensure you have selected the correct wash before removing the wash.

Advance Wash Queue

The advance wash queue button is an infrequently used function that removes the wash from position one in the queue. This button is commonly needed when there is an issue, such as reading that the car is too long or pre-reading the car.

Clear Wash Queue

The clear wash queue button will clear the entire wash queue and is used to remove all wash from the queue. This button is used infrequently and only when every vehicle in the queue needs to be removed. If only one or two washes need to be removed, use the remove from wash queue button.

Clear Tunnel Watch (TW) Queue

The tunnel watch (TW) queue will register a vehicle in the tunnel queue when the entrance eyes are broken. The car is then removed from the tunnel queue when the eyes are no longer broken by the vehicle. The queue will only ever contain one vehicle, but sometimes the queue won’t advance for one reason or another. The clear TW button will remove the car from the tunnel queue and allow the next wash to move from the wash queue.

Tunnel Touch Screen Handout 2—Tunnel Screen

Wrap Rear Retract	Wrap Rear Retract	Open Enter Door	Close Enter Door	Prep Bucket Fill	Tunnel Wet Down
Hitch Rear Retract	Hitch Rear Retract	Open Exit Door	Close Exit Door	Prep Gun Activate	Test Wash
Wrap Front Retract	Wrap Front Retract	Wrap Full Retract	Wrap Full Retract	Mark Wash DONE	Wash Queue Show
Wrap Front Retract	Wrap Front Retract	Wrap Full Retract	Wrap Full Retract		Wash Queue Insert
DS Wrap Retract	DS Wrap Retract	PS Wrap Retract	PS Wrap Retract	Mud Blaster Off	Wash Queue Remove
DS Wrap Retract	DS Wrap Retract	PS Wrap Retract	PS Wrap Retract	Mud Blaster Off	Wash Queue Advance
Top Brush Retract	Top Brush Retract	Open Bed	Open Bed		Reverse Queue
Shark Fin Antenna	Shark Fin Antenna	Blowers Off	Blowers Off		Clear Wash Queue
Tire Brush Retract	Tire Brush Retract	Tire Shine Retract	Tire Shine Retract		Clear TW Queue
Tire Brush Retract	Tire Brush Retract	Tire Shine Retract	Tire Shine Retract		Release Sale
EXTRA ROLLER	EXTRA ROLLER	EXTRA ROLLER	EXTRA ROLLER	Next Page	Open New Sale
SEND CAR	SEND CAR	SEND CAR	SEND CAR	Previous Page	Exit Terminal

LOADING-403

Welcome

Welcome to the Loading Module. In this module, you will learn about the proper procedures for loading vehicles onto the conveyor safely, quickly and effectively.

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

The purpose of loading is to ensure that customers are able to drive their vehicles safely and comfortably onto the conveyor. This portion of the tunnel position is the most critical as it requires focus, clear communication, constant vigilance, and preparedness for every situation. Any incidents or issues with loading vehicles can cause a problem with the car wash or cause customers to be impacted by reduced wash quality and increased wait times.

What

The following are the items you will need to load cars successfully and safely onto the conveyor:

1. Smile

   A big smile is a key part of the loading procedure. We want to ensure we welcome customers in a friendly manner through our nonverbal communication, and a smile does just that.
2. Tunnel Touch Screen (TTS)

   The TTS will be needed to program any retracts or send extra rollers.
3. Prep Gun

   The prep gun is used in the loading procedure when excess mud or snow/ice buildup could impact equipment or wash quality.
4. Loading Sign

   The loading sign is on the driver's side of the tunnel entrance sign. This sign ensures clear communication with customers about preparing their car to go through the car wash after loading it onto the conveyor.
5. E-Stops

   The E-stop is used whenever an incident or other issue requires the conveyor or equipment to be stopped.

Educate

The final piece of the tunnel position is loading. Loading is the process of guiding customer vehicles onto the conveyor to be prepped and sent through the tunnel. The loader is responsible for determining if the prep gun or bug spray is needed, programming retracts, and sending the car.

When loading in the tunnel position, you must remain in the tunnel anytime there are cars in the tunnel. This is to ensure that we are always prepared to handle any issue that arises while vehicles are in the tunnel. From an abnormal sound in the equipment to a customer honking their horn, there are several

reasons that we may be needed while cars are in the tunnel. Additionally, we always want to be prepared to load customers onto the conveyor, and if we aren't in the tunnel, we aren't prepared.

Safety

Anytime we are loading vehicles, our number one priority is safety. Customer safety, equipment safety, and, above all else, team member safety. We must NEVER stand in front of cars or on the conveyor while loading. Many things could go wrong when a vehicle enters the tunnel, and we don't want anyone standing in front of a car in case something does happen. Additionally, the conveyor should be crossed during loading only if the prep gun is required. When this is the case, ALWAYS walk behind the vehicle and step over the conveyor to move to the passenger's side.

E-Stop

There are e-stops in the loading area that will stop the conveyor and all equipment immediately. When an issue occurs in the tunnel or a customer is having issues loading their vehicle, the e-stop is used to prevent further issues. The e-stop can be used at any time it is necessary. If you're unsure about using the e-stop, remember it is better to be over-cautious than not cautious enough.

Customer Safety

We also need to ensure our customers are safe in and around the loading area. Maintaining eye contact and using clear hand signals ensures that customers are loaded safely, but we also want to keep customers safe outside of their vehicles. Anytime a customer approaches the loading area, ensure they do not enter it or move between cars. Additionally, once a vehicle is loaded onto the conveyor, a customer should always stay in their vehicle.

Code 86

Code 86 is a communication code that alerts the team that a car should be walked down the tunnel to help prevent potential issues. This tool can be used for any reason but is primarily for vehicles that have trouble getting into neutral, vehicles with large amounts of damage, vehicles with aftermarket parts such as luggage racks, light bars, or spoilers, vehicles with max width tires, vehicles with minimal tunnel clearance, concerning items on the truck bed, and for guests expressing concern or acting nervous about loading or the wash. If an issue occurs, the team member walking down the vehicle can hit the emergency stop and address the issue. When one of these issues occurs, ask another team member to Code 86 the vehicle as often as possible.

Rollers

As you know, the rollers are used to push the back tire of vehicles for the conveyor to move them down the tunnel. Always check that every car has at least two rollers behind the back tire when loading. Anytime there aren't two rollers behind the rear tire, you must use the Extra Roller button on the TTS. Additionally, if rollers are behind the front tires, there should still be at least two rollers behind the rear tire. Additionally, when this situation occurs, it is an automatic Code 86.

Vehicle Spacing

In addition to the roller placement, the spacing between vehicles is also important. While having two rollers behind the rear tire helps to naturally space the cars in the tunnel so that they don't get too close to each other, we also need to be aware of other issues. Any time Code 86 is called, extra space should be allowed between the Code 86 vehicle and the car behind it. Also, if items in a truck bed have the potential to be blown out of the bed by the blowers, allow extra space after the vehicle to help protect the next customer.

Prep Gun

The prep gun is used anytime there is excessive mud or snow/ice buildup. Whenever we need to use the prep gun, our goal is to prepare the vehicle to go through the wash and ensure that all wash products can apply appropriately to the car. Additionally, we want to ensure that our equipment does not pick up any mud or ice on the vehicle. This will impact the wash quality on that vehicle and many vehicles that come after.

Loading Greeting

The loading greeting is unique to WhiteWater and welcomes and directs our customers as they are loaded onto the conveyor. Sometimes, the loader will be the first person a customer sees, so delivering the loading greeting is vital in starting strong with customers. The loading greeting also instructs customers about preparing their vehicles for the wash. The loading greeting is, “Welcome to WhiteWater! Neutral, please.” and is delivered as soon as you stop the vehicle on the conveyor.

Loading Procedure— One Person in the Tunnel

The following are the steps of the loading procedure when there is one person in the tunnel position:

1. Smile and make eye contact with the customer
2. Guide the customer onto the conveyor
    a. Stand with shoulders squared to the vehicle
    b. Position arms with elbows at your side and keep your hands flat, palms up
    c. Bend your elbows 90 degrees, bring your fingertips to your chin and back down, always keeping your elbows by your side
    d. If the vehicle needs to be directed left or right, use both hands to direct the guest
3. As the vehicle approaches, assess if the wheel wells need to be cleaned with the prep gun. If the vehicle requires cleaning of the wheel wells, stop the vehicle after the front tire crosses the roller-up door and perform the prep procedure's wheel well cleaning steps, then continue loading the vehicle
    a. Pick up the driver-side prep gun
    b. Driver side wheel wells
    c. Return the prep gun to its holster
    d. Crossing behind the vehicle and stepping over the conveyor, go to the passenger side
    e. Pick up the prep gun
    f. Passenger side wheel wells
    g. Return the prep gun to its holster
    h. Go to the driver's side by crossing behind the vehicle and stepping over the conveyor
    i. Return the prep gun to its holster
4. Resume guiding the vehicle onto the conveyor until the back tire crosses the roller-up door
5. Stop the vehicle by holding both hands up with palms facing the customer
6. Point to the loading sign and deliver the loading greeting
    - **“Welcome to WhiteWater! Neutral, please.”**
7. Program any necessary retracts and complete the prep procedure

Loading Procedure— Two People in the Tunnel

The following are the steps of the loading procedure when there are two people in the tunnel position:

1. Smile and make eye contact with the customer
2. Guide the customer onto the conveyor
    a. Stand with shoulders squared to the vehicle
    b. Position arms with elbows at your side and keep your hands flat, palms up
    c. Bend your elbows 90 degrees, bring your fingertips to your chin and back down, always keeping your elbows by your side
    d. If the vehicle needs to be directed left or right, use both hands to direct the guest
3. As the vehicle approaches, assess if the wheel wells need to be cleaned with the prep gun. If the vehicle requires cleaning of the wheel wells, stop the vehicle after the front tire crosses the roller-up door and perform the prep procedure's wheel well cleaning steps, then continue loading the vehicle

    Driver Side
    a. Pick up the driver-side prep gun
    b. Driver side wheel wells
    c. Return the prep gun to its holster

    Passenger Side
    a. Pick up the passenger side prep gun
    b. Passenger side wheel wells
    c. Return the prep gun to its holster
4. Resume guiding the vehicle onto the conveyor until the back tire crosses the roller-up door
5. Stop the vehicle by holding both hands up with palms facing the customer
6. Point to the loading sign and deliver the loading greeting
    - **“Welcome to WhiteWater! Neutral, please.”**
7. Program any necessary retracts and complete the prep procedure

Loading Quiz

Once the employee has completed the module, they must 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. The E-stop is used whenever an incident or other issue requires the conveyor or equipment to be stopped.
    a. **True**
    b. False
2. When loading in the tunnel position, you must remain in the tunnel anytime there are cars in the tunnel.
    a. **True**
    b. False
3. We must ALWAYS stand in front of cars or on the conveyor while loading.
    a. True
    b. **False**
4. If the vehicle needs to be directed left or right, use _____- hand(s) to direct the customer
    a. One
    b. **Both**
    c. Your left
    d. Your right
5. What is the loading greeting?
    a. “Neutral! No brakes, please!”
    b. “Neutral, please. Welcome to WhiteWater!”
    c. “Welcome to WhiteWater! Neutral, please.”
    d. “Welcome to WhiteWater! No brakes, please.”
6. The loading portion of the tunnel position is the most critical as it requires _____, clear _____, constant vigilance, and preparedness for every situation
    a. Focus; vision
    b. **Focus; communication**
    c. Vigilance; communication
    d. None of the above
7. The loader is responsible for which of the following? (Select all that apply).
    a. **Determining if the prep gun is needed**
    b. **Determining if the bug spray is needed**
    c. **Programming retracts**
    d. **Sending the car**
8. When are customers allowed to enter the loading area?

a. Anytime
b. If there are no cars in the loading area
c. If there are two people in the tunnel position
d. Never

9. _____ alerts the team that a car should be walked down the tunnel to help prevent potential issues.
   a. Code 2319
   b. Code 86
   c. Tunnel Walk
   d. Tunnel Assist
   e. None of the above
10. The prep gun is used anytime there is excessive _____buildup. (Select all that apply)
   a. Mud
   b. Bugs
   c. Snow/Ice
   d. None of the above

Loading 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, give the team member **Loading Handouts 1 & 2**, review the safety aspects, resources, and loading procedures, and answer any additional questions that arise.

Without commentary or interruption, and in real-time, demonstrate the loading procedures by completing two to three sets of loading 5-10 cars. Performing multiple sets of multiple cars allows the team member to see multiple scenarios of loading. It will also allow the team member to observe the process and ask questions after each set. Once you have completed all sets and answered all questions, proceed to Perform & Coach.

Loading 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.

Without commentary or interruption, and in real-time, have the team member perform the loading procedures by completing two to three sets of loading 5-10 cars. Performing multiple sets of multiple cars allows the team member to experience multiple scenarios of loading. After each set is completed, provide coaching to the team member. Continue loading sets of cars until the development session concludes. On subsequent opportunities, continue the process of loading multiple sets of multiple cars,

Loading Handout 1

Safety

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E-Stop

There are e-stops in the loading area that will stop the conveyor and all equipment immediately. When an issue occurs in the tunnel or a customer is having issues with loading their vehicle, the e-stop is used to prevent further issues. The e-stop can be used at any time it is necessary. If you're unsure about using the e-stop, remember it is better to be over-cautious than not cautious enough.

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We also need to ensure that our customers are safe in and around the loading area. Maintaining eye contact and using clear hand signals ensures that customers are loaded safely, but we also want to keep customers safe outside of their vehicles. Anytime a customer approaches the loading area, ensure they do not enter it or move between cars. Additionally, once a vehicle is loaded onto the conveyor, a customer should always stay in their vehicle.

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Vehicle Spacing

In addition to the roller placement, the spacing between vehicles is also important. While having two rollers behind the rear tire helps to naturally space the cars in the tunnel so that they don't get too close to each other, we also need to be aware of other issues. Any time Code 86 is called, extra space should be allowed between the Code 86 vehicle and the car behind it. Also, if items in a truck bed have the potential to be blown out of the bed by the blowers, allow extra space after the vehicle to help protect the next customer.

Prep Gun

The prep gun is used anytime there is excessive mud or snow/ice buildup. Whenever we need to use the prep gun, our goal is to prepare the vehicle to go through the wash and ensure that all wash products can apply appropriately to the car. Additionally, we want to ensure that our equipment does not pick up any mud or ice on the vehicle. This will impact the wash quality on that vehicle and many vehicles that come after.

Loading Greeting

The loading greeting is unique to WhiteWater and welcomes and directs our customers as they are loaded onto the conveyor. Sometimes, the loader will be the first person a customer sees, so delivering the loading greeting is vital in starting strong with customers. The loading greeting also instructs customers about preparing their vehicles for the wash. The loading greeting is, “Welcome to WhiteWater! Neutral, please.” and is delivered as soon as you stop the vehicle on the conveyor.

Loading Handout 2—Loading Procedure (One Person in the Tunnel)

The following are the steps of the loading procedure when there is one person in the tunnel position:

1. Smile and make eye contact with the customer
2. Guide the customer onto the conveyor
    a. Stand with shoulders squared to the vehicle
    b. Position arms with elbows at your side and keep your hands flat, palms up
    c. Bend your elbows 90 degrees, bring your fingertips to your chin and back down, always keeping your elbows by your side
    d. If the vehicle needs to be directed left or right, use both hands to direct the guest
3. As the vehicle approaches, assess if the wheel wells need to be cleaned with the prep gun. If the vehicle requires cleaning of the wheel wells, stop the vehicle after the front tire crosses the roller-up door and perform the prep procedure's wheel well cleaning steps, then continue loading the vehicle
    a. Pick up the driver-side prep gun
    b. Driver side wheel wells
    c. Return the prep gun to its holster
    d. Crossing behind the vehicle and stepping over the conveyor, go to the passenger side
    e. Pick up the prep gun
    f. Passenger side wheel wells
    g. Return the prep gun to its holster
    h. Go to the driver's side by crossing behind the vehicle and stepping over the conveyor
    i. Return the prep gun to its holster
4. Resume guiding the vehicle onto the conveyor until the back tire crosses the roller-up door
5. Stop the vehicle by holding both hands up with palms facing the customer
6. Point to the loading sign and deliver the loading greeting
    - **“Welcome to WhiteWater! Neutral, please.”**
7. Program any necessary retracts and complete the prep procedure

Loading Handout 3—Loading Procedure (Two People in the Tunnel)

The following are the steps of the loading procedure when there are two people in the tunnel position:

1. Smile and make eye contact with the customer
2. Guide the customer onto the conveyor
    a. Stand with shoulders squared to the vehicle
    b. Position arms with elbows at your side and keep your hands flat, palms up
    c. Bend your elbows 90 degrees, bring your fingertips to your chin and back down, always keeping your elbows by your side
    d. If the vehicle needs to be directed left or right, use both hands to direct the guest
3. As the vehicle approaches, assess if the wheel wells need to be cleaned with the prep gun. If the vehicle requires cleaning of the wheel wells, stop the vehicle after the front tire crosses the roller-up door and perform the prep procedure's wheel well cleaning steps, then continue loading the vehicle

    Driver Side
    a. Pick up the driver-side prep gun
    b. Driver side wheel wells
    c. Return the prep gun to its holster

    Passenger Side
    a. Pick up the passenger side prep gun
    b. Passenger side wheel wells
    c. Return the prep gun to its holster
4. Resume guiding the vehicle onto the conveyor until the back tire crosses the roller-up door
5. Stop the vehicle by holding both hands up with palms facing the customer
6. Point to the loading sign and deliver the loading greeting
    - **“Welcome to WhiteWater! Neutral, please.”**
7. Program any necessary retracts and complete the prep procedure

STORE CLOSING-404

Welcome

Welcome to the Store Closing Module. In this module, you will learn the steps and tasks necessary for efficiently closing the car wash at the end of the day. Following these procedures ensures operational efficiency and a clean, safe environment for the next day's operations.

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

The closing procedures are crucial for ensuring the car wash is ready for the next day. Properly closing the car wash helps maintain financial integrity, operational efficiency, and a clean and safe environment for customers and team members.

What

The following are the items you will need to complete the closing procedure tasks:

1. Towels
   Towels will be needed to restock the towel cart and to perform some cleaning tasks.
2. Broom & Dustpan
   The broom and dustpan sweep trash and debris from the entrance, exit drives, and lot.
3. Pressure Washer & Water Hose
   The pressure washer and water hose are used for cleaning tasks in the lot and tunnel.
4. All-Purpose & Window Cleaner
   All-purpose and window cleaners will refill detail stations and cleaning tasks.
5. Chemical Dispensing Station
   The chemical dispensing station is in the equipment room and dispenses the all-purpose and window cleaners used to refill the self-serve detail stations.
6. Pay Stations
   You will use the pay stations to ensure each has the correct profile.
7. Gloves
   Gloves may be used at any time while in the lot position. In the lot, gloves are commonly worn during trash collection and cleaning.
8. Cones & Delineators
   Cones and Delineators block the property entrance and/or pay station lanes.

Educate

Closing a location is a critical process that ensures the facility is secured, cleaned, and ready for the next day's operations. This process involves a series of tasks designed to maintain operational efficiency, and a safe, clean environment for team members and customers. Each task, from checking

cash discrepancies to power washing various facility areas, plays a vital role in upholding the high standards of service and cleanliness that customers expect from us.

Operational efficiency and cleanliness are also key components of the closing procedure. Team members are tasked with pressure washing tasks in the tunnel, as well as turning off vacuums, changing the pay station profile, folding towels, placing cones at the entrance, locking the SAL enclosure, and cleaning various parts of the facility to help ensure that the car wash is not only clean and presentable but also secure and prepared for the next day's operations. These meticulous steps are designed to enhance the customer experience, maintain equipment, and conserve energy, all of which contribute to our locations' overall success and smooth functioning. The following are the key tasks and steps involved in the closing procedures.

Pressure Washing

The following are the tasks from the Pressure Washing section of the Closing Checklist:

Tunnel Brushes

To maintain the effectiveness of our brushes, we use a pressure washer to remove dirt and debris accumulated throughout the day.

Ceiling Above Brushes

At locations with top brushes or low ceilings in the blower area, cleaning the ceiling above those pieces of equipment helps prevent the buildup of washing soap scum and dirt on the ceiling.

Under Tire Shiner

We must clean any excess tire shine product, dirt, or debris from underneath the tire shiner. Cleaning not only keeps the tire shiner functioning properly, but it also ensures the safety of our teams by mitigating a slip hazard.

Exit Area

By removing dirt, oil stains, and debris from the tunnel exit, we can ensure that customers always have a clean and clear path out of the tunnel.

Tunnel Walls, Windows & Floor

Keeping our tunnel walls and windows clean helps us maintain a clean tunnel and improve visibility and appearance. Keeping the floor clean prevents slips and maintains cleanliness by removing dirt, oil, and debris.

General Closing

The following are the tasks from the General Closing section of the Closing Checklist:

Turn off Vacuums

Ensure all vacuum units are turned off to save energy, reduce equipment wear, and prevent unauthorized use.

Change the Pay Station Profile to Closed

To secure revenue, prevent unauthorized use, and signal to customers that we are closed, adjust the profile on the pay station to "Closed" and confirm on the screen that it is showing the correct profile.

Place Cones at the Pay Station Entrance

Place cones at the pay station entrance so they are positioned to block entry into the lanes and signal to customers that we are closed.

Lock the SAL Enclosure

Close and lock the SAL enclosure to protect the equipment from the elements, tampering, and/or theft.

Clean Mat Cleaner Tray

Remove and clean the tray from the mat cleaner to prevent excess dirt and debris to ensure effective cleaning for customers

Trash Collection

The following are the tasks from the Trash Collection section of the Closing Checklist:

Pick Up Trash in the Lot

Walk through the lot and collect all trash and debris before emptying all lot trash cans.

Empty Trash Cans

Empty and replace the liner in all trash cans in the office and lobby to prevent overflow and maintain a neat and clean workspace.

Pick Up Tunnel & Exit Area Trash

Walk through the tunnel and exit area and collect all trash and debris to ensure the tunnel is clean for the next day.

Clean Vacuum Separator and Empty Vacuum Canisters

Clean the separators and empty canisters into a trash container to ensure efficient vacuum system operation.

Close Dumpster Doors

Once all trash has been discarded in the dumpster, close and lock the dumpster doors to maintain sanitation and ensure security by preventing animal and unauthorized access.

Miscellaneous

The following are the tasks from the Miscellaneous section of the Closing Checklist:

Wash Off Prep Brushes

Use a pressure washer or water hose to clean the prep brushes and ensure they are clean and ready for use the next day.

Towel Cart

Fold clean towels and place them in the cart so it is full and neatly organized. Then, to prevent theft and weather exposure, move the towel cart indoors and ensure the cart is securely stored.

Fill Spray Stations

Refill all spray stations with the appropriate cleaning solutions and ensure the lines are full of product.

Store Closing 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 take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. What is the primary purpose of the closing procedures for the car wash?
    a. To reduce the workload for the next day
    b. To ensure operational efficiency, financial integrity, and a clean, safe environment
    c. To test new cleaning products
    d. To increase customer visits
2. What is the purpose of using a pressure washer and water hose in the closing procedures?
    a. To test water pressure
    b. For cleaning tasks in the lot and tunnel
    c. To wash employee uniforms
    d. To water the plants
3. What should be done with the pay station at the end of the day?
    a. Leave it as is
    b. Change the profile to "Closed"
    c. Disconnect it from power
    d. Reboot it
4. To maintain the effectiveness of our brushes, we use a _____ to remove dirt and debris accumulated throughout the day.
    a. Pressure washer
    b. Brush
    c. Prep soap
    d. All the above
5. The chemical dispensing station is in the _____ and dispenses the all-purpose and window cleaners used to refill the self-serve detail stations.
    a. Prep Area
    b. Tunnel
    c. Equipment Room
    d. None of the above
6. When performing trash collection, you should empty and replace the liner in all trash cans in the office and lobby to prevent overflow and maintain a neat and clean workspace.
    a. True
    b. False
6. Properly closing the car wash helps maintain operational efficiency.
    a. True
    b. False
7. Cleaning the tunnel walls and windows is unnecessary for maintaining the tunnel's appearance and visibility.
    a. True
    b. False

8. One task in the closing procedure is to ensure that all vacuum units are turned off to save energy and reduce equipment wear.
    a. True
    b. False
9. It is acceptable to leave the trash cans full at the end of the day if the lids are closed.
    a. True
    b. False
10. Closing procedures include locking the SAL enclosure to protect the equipment.
    a. True
    b. False

Store Closing 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 connect the steps or information learned. We will answer all questions and address any issues after the Demonstration.

Once the employee has passed the quiz, ask if they have any questions and provide the answers. Next, show them where all the tools and resources for the closing procedure are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate each of the tasks in the closing checklist.

After the demonstration, review the process and any team member questions. Then, give the team member the **Store Closing Handout**, and answer any additional questions that arise.

Store Closing 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.

Without commentary or interruption, and in real-time, have the team member perform each of the tasks in the closing checklist. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered at the completion of the performance. Once complete, deliver feedback and coaching on the performance.

Repeat the Perform & Coach process until the team member has complete knowledge and understanding of all the information covered in this module, and you and the team member both feel confident they can perform the tasks and procedures to standard. Once the team member demonstrates the ability to consistently perform the tasks and procedures correctly, they are ready for development sign-off.

Store Closing Handout

The following are the key tasks and steps involved in the closing procedures.

Pressure Washing

The following are the tasks from the Pressure Washing section of the Closing Checklist:

Tunnel Brushes

To maintain the effectiveness of our brushes, we use a pressure washer to remove dirt and debris accumulated throughout the day.

Ceiling Above Brushes

At locations with top brushes or low ceilings in the blower area, cleaning the ceiling above those pieces of equipment helps prevent the buildup of washing soap scum and dirt on the ceiling.

Under Tire Shiner

We must clean any excess tire shine product, dirt, or debris from underneath the tire shiner. Cleaning not only keeps the tire shiner functioning properly, but it also ensures the safety of our teams by mitigating a slip hazard.

Exit Area

By removing dirt, oil stains, and debris from the tunnel exit, we can ensure that customers always have a clean and clear path out of the tunnel.

Tunnel Walls, Windows & Floor

Keeping our tunnel walls and windows clean helps us maintain a clean tunnel and improve visibility and appearance. Keeping the floor clean prevents slips and maintains cleanliness by removing dirt, oil, and debris.

General Closing

The following are the tasks from the General Closing section of the Closing Checklist:

Turn off Vacuums

Ensure all vacuum units are turned off to save energy, reduce equipment wear, and prevent unauthorized use.

Change the Pay Station Profile to Closed

To secure revenue, prevent unauthorized use, and signal to customers that we are closed, adjust the profile on the pay station to “Closed” and confirm on the screen that it is showing the correct profile.

Place Cones at the Pay Station Entrance

Place cones at the pay station entrance so they are positioned to block entry into the lanes and signal to customers that we are closed.

Lock the SAL Enclosure

Close and lock the SAL enclosure to protect the equipment from the elements, tampering, and/or theft.

Clean Mat Cleaner Tray

Remove and clean the tray from the mat cleaner to prevent excess dirt and debris to ensure effective cleaning for customers

Trash Collection

The following are the tasks from the Trash Collection section of the Closing Checklist:

Pick Up Trash in the Lot

Walk through the lot and collect all trash and debris before emptying all lot trash cans.

Empty Trash Cans

Empty and replace the liner in all trash cans in the office and lobby to prevent overflow and maintain a neat and clean workspace.

Pick Up Tunnel & Exit Area Trash

Walk through the tunnel and exit area and collect all trash and debris to ensure the tunnel is clean for the next day.

Clean Vacuum Separator and Empty Vacuum Canisters

Clean the separators and empty canisters into a trash container to ensure efficient vacuum system operation.

Close Dumpster Doors

Once all trash has been discarded in the dumpster, close and lock the dumpster doors to maintain sanitation and ensure security by preventing animal and unauthorized access.

Miscellaneous

The following are the tasks from the Miscellaneous section of the Closing Checklist:

Wash Off Prep Brushes

Use a pressure washer or water hose to clean the prep brushes and ensure they are clean and ready for use the next day.

Towel Cart

Fold clean towels and place them in the cart so it is full and neatly organized. Then, to prevent theft and weather exposure, move the towel cart indoors and ensure the cart is securely stored.

Fill Spray Stations

Refill all spray stations with the appropriate cleaning solutions and ensure the lines are full of product.

STORE OPENING-405

Welcome

Welcome to the Store Opening Module. In this module, you will learn the steps and tasks necessary for efficiently opening the car wash at the beginning of the day.

Notes and Questions

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

Quiz

Once you have finished watching the module, there will be a quiz to review the information in the module. A score of 100% must be achieved 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 opening procedures are crucial for ensuring the car wash is ready for the day. Properly opening the car wash helps maintain operational efficiency and a clean and safe environment for customers and team members.

What

The following are the items you will need to complete the opening procedure tasks:

1. Towels

   Towels will be needed to prepare the towel cart for customers and certain cleaning tasks.
2. Broom & Dustpan

   A broom and dustpan are used to sweep trash and debris from the entrance and exit drives and the lot.
3. Leaf Blower

   The leaf blower quickly removes trash and debris from the lot and the tunnel entrance and exit during the opening procedure.
4. All-Purpose & Window Cleaner

   All-purpose and window cleaners are used to refill detail stations and cleaning tasks.
5. Chemical Dispensing Station

   The chemical dispensing station is in the equipment room and dispenses the all-purpose and window cleaners used to refill the self-serve detail stations.
6. Prep Gun

   The prep gun will be used to fill the prep buckets.
7. Pay Stations

   You will use the pay stations to ensure each has the correct profile.
8. Gloves

   Gloves may be used at any time while in the lot position. In the lot, gloves are commonly worn during trash collection and cleaning.
9. Salt/Ice Melt

   Salt and/or ice melt may become necessary for use around the lot in winter.

10. Snow Shovel

    Shoveling snow off walkways and around the tunnel entrance and exit may become necessary during winter.

Educate

Opening a location is a critical process that sets the tone for the day's operations. This process involves a series of tasks designed to prepare the facility, ensure all equipment functions correctly, and that the team is ready to provide excellent service. Each task plays a vital role in maintaining the high standards of service and efficiency that customers expect from us.

Operational efficiency and cleanliness are also key components of the opening procedure. Employees are tasked with checking chemical levels, verifying air compressor pressure, inspecting the conveyor for foreign objects, and running a test car wash to ensure all systems function correctly. Additionally, tasks such as putting out bug prep brushes, checking the status of the pay station, and cleaning the lot help ensure that the car wash is ready for customers and operates smoothly throughout the day. These steps are designed to enhance the customer experience, maintain equipment, and conserve resources, all of which contribute to our locations' overall success and smooth functioning. The following are the key tasks and steps involved in the opening procedures:

Equipment Room

The following are the tasks from the Equipment Room section of the Opening Checklist:

Check Chemical Levels

If chemical levels are low, it could disrupt operations and affect wash quality, so maintaining adequate chemical levels is crucial for providing consistent, high-quality car wash services. To ensure we have an adequate supply of chemicals for operations, perform the following steps:

1. Inspect the levels of cleaning and other chemicals used in the car wash process
2. Replace chemical containers as needed to avoid running out

Open MCC/VFD Cabinet

Check that the MCC and VFDs function properly and that no breakers are tripped. By verifying all VFDs are functioning, we maintain the efficiency and reliability of the car wash equipment.

Verify Air Compressor Pressure

Proper air pressure is essential for various operations, such as applying products in the tunnel and powering the air guns in the lot. During opening, verify the air compressor pressure is above 90 psi, and notify a manager if any air leaks are identified or adjustments are needed.

Drain Water from the Air Compressor Tank and All Separator Bowls

Draining water from the compressor tank and separator bowls prevents corrosion and maintains the air compressor's efficiency. If water is not drained regularly, it can damage the compressor, so we drain any accumulated water inside the air compressor tank and separator bowls before beginning operations.

Check for Leaks

Identify any leaks to help prevent waste, conserve resources, and maintain a safe working environment. Check for water, oil, or chemical leaks and listen for air leaks. If any leaks are observed, identify the source of the leak and report it to the management team promptly.

Verify Reclaim Unit Operation (if necessary)

The reclaim unit recycles water used in the car wash, conserving water and reducing utility costs. If the reclaim unit is not operating, water usage and costs will increase, so we must check the unit for any operational issues and clean the filter basket.

1. Verify that the reclaim unit is operating.
2. Clean the filter basket if applicable.

Check the Salt Tank

Low salt levels in the brine tank can result in hard water usage, affecting wash quality, so we must ensure that the salt tank has an adequate salt supply and refill as necessary to maintain optimal levels.

1. Check the tank for salt levels.
2. Add salt as necessary to maintain optimal levels.

Prepare Bug Prep Brushes and Bucket

Ensure the bug prep station is set up correctly and stocked with necessary supplies to ensure readiness for pre-washing vehicles. Having the bug prep brushes and bucket ready ensures that team members can efficiently pre-wash vehicles, particularly for removing bugs from the surface.

Check Pay Station Status

Verify the pay station is operational and on the correct profile to ensure a seamless payment experience for customers.

1. Change the pay station profile to the appropriate profile
2. Ensure the profile changes and the pay station is operational
3. Check for any issues and restart the pay station as necessary.

Tunnel Walk-Thru

The following are the tasks from the Tunnel Walk-Thru section of the Opening Checklist:

Push Emergency Stop Button (E-Stop)

Engage the E-Stop to disable the equipment during the walk-thru to ensure the inspection can be conducted safely without the risk of accidental activation. Additionally, this will ensure the e-stop is functioning properly when engaged.

Check Conveyor

Ensure the conveyor is clear of obstructions to prevent damage to the conveyor and vehicles during operation.

1. Check for foreign objects or ice build-up, especially at the entrance and exit ends.
2. Remove any obstructions.
3. Inspect the conveyor for any signs of damage.

Check for Leaks

Identify any leaks to help prevent waste, conserve resources, and maintain a safe working environment. Check for water, oil, or chemical leaks and listen for air leaks. If any leaks are observed, identify the source of the leak and report it to the management team promptly.

Inspect Cleaning Materials

We must ensure that cleaning materials are in good condition to maintain high-quality wash results and prevent damage. This helps provide high-quality wash results and prevents damage to vehicles. To ensure materials are in good condition, check all materials for foreign objects or excess wear and clean as necessary.

Check Blower Intake Screens

To ensure the effective operation of blowers, inspect blower intake screens for foreign objects or any debris. Keeping the blower intake screens clear of debris ensures that the dryers operate effectively, removing water from vehicles efficiently.

Pull the Emergency Stop Button

Once the walk-thru is completed, disengage the E-stop to restore the equipment's function and ensure the E-stop functions properly when disengaged.

Check Camera Visibility

Ensuring cameras have clear visibility is crucial for monitoring the car wash process and reviewing any incidents or damage claims. Dirty or obstructed cameras can hinder monitoring and security, so ensuring the camera lenses are clean and have an unobstructed view is critical.

Run A Test Car

We perform a daily test wash to ensure that all car wash systems function correctly so our customers receive a high-quality wash. The following are the tasks from the Run a Test Car section of the Opening Checklist:

1. Program a test wash and run it.
2. Verify all foamers and nozzles spray correctly.
3. Check all wash components for proper operation and timing.
4. Verify the exit traffic light for clear signals.

Lot Walk-Thru

Maintaining a clean and organized lot enhances the customer experience and ensures safety. Additionally, debris on the lot can create a negative impression and pose hazards. The following are the tasks from the Lot Walk-Thru section of the Opening Checklist:

1. Blow off the lot to remove debris.
2. Clear curbs of debris.
3. Remove weeds from the drive and vac areas.
4. Verify suction in all vacuum hoses and hang them up.
5. Collect and organize towels.
6. Inspect spray station containers for adequate supply.
7. Clean mat cleaner trays.

Store Opening 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 take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. What is the primary purpose of the opening procedures for the car wash?
    a. To reduce the workload for the next day
    b. To ensure operational efficiency and a clean, safe environment for customers and team members
    c. To test new cleaning products
    d. To increase customer visits
2. Which item is used to prepare the towel cart for customers and some cleaning tasks?
    a. Broom & Dustpan
    b. Towels
    c. Gloves
    d. Leaf Blower
3. What is the purpose of the chemical dispensing station?
    a. To water the plants
    b. To store cleaning equipment
    c. To clean the tunnel walls
    d. To dispense all-purpose and window cleaners for refilling detail stations
4. What should be done if the pay station is not on the correct profile?
    a. Leave it as is
    b. Reboot it
    c. Change the profile to the appropriate setting
    d. Disconnect it from power
5. During winter, what items might become necessary to use around the lot? (Select all that apply)
    a. Leaf Blower
    b. Salt/Ice Melt
    c. Snow Shovel
    d. Broom & Dustpan
    e. All-Purpose Cleaner
6. To maintain adequate chemical levels, inspect the levels of cleaning and other chemicals used in the car wash process and _____ chemical containers as needed.
    a. Empty
    b. Replace
    c. Remove
    d. None of the above
7. Draining water from the compressor tank and separator bowls prevents _____ and maintains the air compressor's efficiency.
    a. Leaks
    b. Motor failure
    c. Corrosion

d. All the above

6. Properly opening the car wash helps maintain operational efficiency and a clean, safe environment.
   a. True
   b. False
7. Checking chemical levels is not important for the opening procedures.
   a. True
   b. False
8. One of the tasks in the opening procedure is to verify the air compressor pressure is above 130 psi.
   a. True
   b. False
9. It is acceptable to leave debris on the lot if the main entrance is clean.
   a. True
   b. False
10. The E-stop should be engaged during the tunnel walk-thru to ensure safety.
    a. True
    b. False

Store Opening 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 if they have any questions and provide the answers. Next, show them where all the tools and resources for the closing procedure are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate each of the tasks in the closing checklist.

After the demonstration, review the process and any team member questions. Then, give the team member the **Store Closing Handout**, and answer any additional questions that arise.

Store Opening 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.

Without commentary or interruption, and in real-time, have the team member perform each of the tasks in the closing checklist. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered at the completion of the performance. Once complete, deliver feedback and coaching on the performance.

Repeat the Perform & Coach process until the team member has complete knowledge and understanding of all the information covered in this module, and you and the team member both feel confident they can perform the tasks and procedures to standard. Once the team member demonstrates the ability to consistently perform the tasks and procedures correctly, they are ready for development sign-off.

Store Opening Handout

The following are the key tasks and steps involved in the opening procedures:

Equipment Room

The following are the tasks from the Equipment Room section of the Opening Checklist:

Check Chemical Levels

If chemical levels are low, it could disrupt operations and affect wash quality, so maintaining adequate chemical levels is crucial for providing consistent, high-quality car wash services. To ensure we have an adequate supply of chemicals for operations, perform the following steps:

1. Inspect the levels of cleaning and other chemicals used in the car wash process
2. Replace chemical containers as needed to avoid running out

Open MCC/VFD Cabinet

Check that the MCC and VFDs function properly and that no breakers are tripped. By verifying all VFDs are functioning, we maintain the efficiency and reliability of the car wash equipment.

Verify Air Compressor Pressure

Proper air pressure is essential for various operations, such as applying products in the tunnel and powering the air guns in the lot. During opening, verify the air compressor pressure is above 90 psi, and notify a manager if any air leaks are identified or adjustments are needed.

Drain Water from the Air Compressor Tank and All Separator Bowls

Draining water from the compressor tank and separator bowls prevents corrosion and maintains the air compressor's efficiency. If water is not drained regularly, it can damage the compressor, so we drain any accumulated water inside the air compressor tank and separator bowls before beginning operations.

Check for Leaks

Identify any leaks to help prevent waste, conserve resources, and maintain a safe working environment. Check for water, oil, or chemical leaks and listen for air leaks. If any leaks are observed, identify the source of the leak and report it to the management team promptly.

Verify Reclaim Unit Operation (if necessary)

The reclaim unit recycles water used in the car wash, conserving water and reducing utility costs. If the reclaim unit is not operating, water usage and costs will increase, so we must check the unit for any operational issues and clean the filter basket.

1. Verify that the reclaim unit is operating.
2. Clean the filter basket if applicable.

Check the Salt Tank

Low salt levels in the brine tank can result in hard water usage, affecting wash quality, so we must ensure that the salt tank has an adequate salt supply and refill as necessary to maintain optimal levels.

1. Check the tank for salt levels.
2. Add salt as necessary to maintain optimal levels.

Prepare Bug Prep Brushes and Bucket

Ensure the bug prep station is set up correctly and stocked with necessary supplies to ensure readiness for pre-washing vehicles. Having the bug prep brushes and bucket ready ensures that team members can efficiently pre-wash vehicles, particularly for removing bugs from the surface.

Check Pay Station Status

Verify the pay station is operational and on the correct profile to ensure a seamless payment experience for customers.

1. Change the pay station profile to the appropriate profile.
2. Ensure the profile changes and the pay station is operational.
3. Check for any issues and restart the pay station as necessary.

Tunnel Walk-Thru

The following are the tasks from the Tunnel Walk-Thru section of the Opening Checklist:

Push Emergency Stop Button (E-Stop)

Engage the E-Stop to disable the equipment during the walk-thru to ensure the inspection can be conducted safely without the risk of accidental activation. Additionally, this will ensure the e-stop is functioning properly when engaged.

Check Conveyor

Ensure the conveyor is clear of obstructions to prevent damage to the conveyor and vehicles during operation.

1. Check for foreign objects or ice build-up, especially at the entrance and exit ends.
2. Remove any obstructions.
3. Inspect the conveyor for any signs of damage.

Check for Leaks

Identify any leaks to help prevent waste, conserve resources, and maintain a safe working environment. Check for water, oil, or chemical leaks and listen for air leaks. If any leaks are observed, identify the source of the leak and report it to the management team promptly.

Inspect Cleaning Materials

We must ensure that cleaning materials are in good condition to maintain high-quality wash results and prevent damage. This helps provide high-quality wash results and prevents damage to vehicles. To ensure materials are in good condition, check all materials for foreign objects or excess wear and clean as necessary.

Check Blower Intake Screens

To ensure the effective operation of blowers, inspect blower intake screens for foreign objects or any debris. Keeping the blower intake screens clear of debris ensures that the dryers operate effectively, removing water from vehicles efficiently.

Pull the Emergency Stop Button

Once the walk-thru is completed, disengage the E-stop to restore the equipment's function and ensure the E-stop functions properly when disengaged.

Check Camera Visibility

Ensuring cameras have clear visibility is crucial for monitoring the car wash process and reviewing any incidents or damage claims. Dirty or obstructed cameras can hinder monitoring and security, so ensuring the camera lenses are clean and have an unobstructed view is critical.

Run A Test Car

We perform a daily test wash to ensure that all car wash systems function correctly so our customers receive a high-quality wash. The following are the tasks from the Run a Test Car section of the Opening Checklist:

1. Program a test wash and run it.
2. Verify all foamers and nozzles spray correctly.
3. Check all wash components for proper operation and timing.
4. Verify the exit traffic light for clear signals.

Lot Walk-Thru

Maintaining a clean and organized lot enhances the customer experience and ensures safety. Additionally, debris on the lot can create a negative impression and pose hazards. The following are the tasks from the Lot Walk-Thru section of the Opening Checklist:

1. Blow off the lot to remove debris.
2. Clear curbs of debris.
3. Remove weeds from the drive and vac areas.
4. Verify suction in all vacuum hoses and hang them up.
5. Collect and organize towels.
6. Inspect spray station containers for adequate supply.
7. Clean mat cleaner trays.

PIT CLEANING-406

Welcome

Welcome to the Pit Cleaning Module. In this module, you will learn the pit, how to access it, and the pit cleaning processes.

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

The purpose of this module is to provide comprehensive guidance on properly cleaning the pit at our car washes. Regularly cleaning the pit ensures that we have proper water drainage

What

The following are the items you will need to complete the process:

1. Gloves
2. Goggles
3. Rubber, waterproof boots
4. Pressure Washer
5. Showel
6. Bucket or Container

Educate

The pit is located under the conveyor and runs the entire length of the conveyor. As dirt, grime, debris, soap, and water are removed from vehicles during the wash process, they travel to the tunnel floor and eventually into the pit. Once in the pit, everything travels to the deepest part of the pit, known as the trench, where the excess materials accumulate. To access the pit and trench, you must carefully remove the grates covering the pit and set them aside in a safe, nearby location.

Safety Precautions

Let’s review some safety precautions that should be observed during the pit cleaning.

- Always ensure the emergency stop button is pressed before starting the cleaning process.
- Be aware of your surroundings and watch your step.
- Pit cleaning should only be conducted when the site is closed.
- Handle grates with care to avoid accidents.

Cleaning Process

The following are the areas that must be cleaned and the tasks necessary to do so:

1. Remove the grates
2. Pressure wash the shelves on both sides of the pit to remove excess debris, directing all debris toward the trench.
3. Pressure wash the trench area thoroughly.
4. Clean the area around the conveyor motor and pulse switch.
    - Be cautious of sensitive wires while pressure washing.

5. Clean the take-up section that maintains the tension on the conveyor chain.
6. Replace all grates once the cleaning is complete.
7. Store the pressure washing hose properly.
8. Press the start button on the emergency stop to resume operations.

Conclusion

Regular pit cleaning is crucial for ensuring proper water drainage and maintaining the efficiency of the car wash operation. Following the outlined procedures and safety precautions, we can effectively remove accumulated debris, grime, and dirt from the pit, ensuring the car wash operates smoothly and effectively.

Pit Cleaning 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 take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. What is the primary purpose of the Pit Cleaning Module?
   a. To teach how to operate the car wash equipment
   b. To provide guidance on properly cleaning the pit
   c. To train employees on customer service skills
   d. To instruct on handling cash transactions
2. Where is the pit located in the car wash?
   a. Next to the entrance gate
   b. Under the conveyor
   c. Above the washing area
   d. Behind the cashier station
3. What should you always ensure before starting the pit cleaning process?
   a. The water supply is turned off
   b. The emergency stop button is pressed
   c. The lights are turned off
   d. The cash register is closed
4. When should pit cleaning be conducted?
   a. During peak hours
   b. When the site is closed
   c. At the beginning of each shift
   d. Whenever the manager is available
5. Where is the trench located in the car wash?
   a. The area where vehicles are washed
   b. The deepest part of the pit where excess materials accumulate
   c. The entrance to the car wash
   d. The section where water is stored

Pit Cleaning 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 as close to a real-life scenario as possible. This uninterrupted performance will help connect the steps or information learned. We will answer all questions and address any issues after the Demonstration.

Once the employee has passed the quiz, ask if they have any questions and provide the answers. Next, show them where all the tools and resources for pit cleaning are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate the pit cleaning process. After the demonstration, review the process and any team member questions.

Pit Cleaning Perform & Coach

During the Perform & Coach step, 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.

Without commentary or interruption, and in real-time, have the team member perform the pit cleaning process. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered at the completion of the performance. Once complete, deliver feedback and coaching on the performance.

Repeat the Perform & Coach process until the team member has complete knowledge and understanding of all the information covered in this module, and you and the team member both feel confident they can perform the tasks and procedures to standard. Once the team member demonstrates the ability to consistently perform the tasks and procedures correctly, they are ready for development sign-off.

WASH QUALITY REPORT-407

Welcome

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

Notes and Questions

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

Quiz

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

Why

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

What

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

1. Cell Phone
   You will use your phone to access and complete the Wash Quality Report.
2. Wash Quality Report QR Code
   On the Game Plan whiteboard, you will find a QR code for the Wash Quality Report that can be used to access the form quickly.
3. Wash Quality Report Form
   This form will serve as a guide of what to look for as well as where you will record your observations.
4. Customer Vehicle Receiving a Ceramic Platinum Wash
   We want to observe a car receiving the Ceramic Platinum package so that we can observe all functions of the car wash in action.

Educate

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

Chemical Applicators

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

Are any spray tips clogged or not working?

Are all chemical applicators properly covering vehicles and not hitting the ground?

Are all chemicals dispensing properly? Does the product look soapy on the vehicle?

Equipment

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

Are all wraps and brushes spinning correctly?

If wraps, or another piece of equipment, are not spinning correctly, it will significantly impact wash quality. It can also be a sign of a larger issue that could further impact quality.

Are all mitters swinging and moving correctly?

Just like wraps, mitters that are not moving correctly can have an impact on quality.

Is all equipment extending and retracting?

Equipment such as wraps and tire brushes extend and retract during the wash process. If the equipment isn't extending, it could mean that particular areas of vehicles aren't being cleaned. Similarly, if the equipment is not retracting, it could cause an issue with trailer hitches or other rear protrusions.

Rinse

The rinse is one of the last stages in the wash process. The rinse section removes all of the soaps and waxes from the vehicle as well as applies rain repellent, ceramic and drying agent to the vehicle.

When looking at the rinse, you will need to answer the following questions:

Is the mirror rinse properly rinsing the side mirror?

The mirror rinse is intended to rinse the soaps and waxes from the side view mirrors. The mirror rinse is the only part of the rinse that targets the side mirrors, so it is important that they are functioning properly. The mirror rinse also contains drying agent which is applied to the sides and rear of the vehicle. This additional drying agent on the sides and rear help us to achieve the driest car possible.

Are any rain bars clogged or not dispensing?

The rain bars are used to dispense the rinse water, rain repellent and drying agent. Any clogs in the rain bars could impact the rinsing and drying of the vehicle.

Is the water breaking on the vehicle after the final rinse?

As the vehicle passes under the final rain bar, the water on the vehicle should begin to break. Breaking means that the water splits apart and begins to bead on the vehicle. If the water doesn't break after the final rinse, it will impact the drying process.

Blowers

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

Are all blowers functioning?

As the vehicle passes through the blowers, look to see that the water is moving off of the vehicle.

Are all gators or powerlocks opening and closing?

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

Tire Shine

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

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

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

Are both tire shine brushes spinning?

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

Are the brushes extending and touching the tires?

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

Do tires look glossy after drying?

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

Have you received any complaints about tire shine today?

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

Vacuums

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

Are all vacuum stations working and unclogged?

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

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

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

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

Procedure

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

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

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

After Submission

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

Wash Quality Report Quiz

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

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

b. False

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

   a. True

   b. False

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

   a. Equipment

   b. Blowers

   c. Rinse

   d. Vacuums

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

    a. Rain repellent

    b. Drying agent

    c. Tire Shine

    d. Ceramic

    e. Presoak

Wash Quality Report Demonstration

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

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

Wash Quality Report Perform & Coach

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

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

VACUUM MAINTENANCE-408

Welcome

Welcome to the Vacuum Maintenance Module. In this module, you will learn about the central vacuum unit, its components, and how to perform the vacuum maintenance procedure.

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

Proper vacuum maintenance is essential for ensuring consistent and reliable vacuum suction, preventing clogging and malfunctions that lead to equipment downtime, and extending the lifespan of vacuum motors, hoses, and nozzles. This leads to our ability to always provide our customers with functioning, high-powered vacuums to complete their wash experience.

What

The following are the items you will need to complete the vacuum maintenance tasks:

1. Safety Glasses
2. Gloves
3. Long Screwdriver
4. Broom & Dustpan
5. Shop Vacuum
6. Trash Can
7. Replacement Filter
8. Replacement Nozzles and Hoses

Educate

The Central Vacuum Unit comprises a network of above-ground or underground pipes connected to vacuum islands and a central vacuum unit that centralizes dirt collection and improves suction performance. We must perform vacuum maintenance regularly to ensure consistent vacuum suction and cleaning power. This regular maintenance prevents clogging and malfunctions that lead to equipment downtime and works to extend the lifespan of vacuum motors, hoses, and nozzles.

Components

The following are the components of the central vacuum unit:

Motor & Turbine

The combination of the motor and turbine generates the vacuum suction. A shaft connects the motor and turbine; as the motor turns, it rotates the turbine. As the turbine rotates, the suction for the vacuums is generated.

Filter Separator

The filter separator removes dirt and debris from the air flowing through the vacuums to the turbine. Within the top section of the filter separator are filter bags that filter out dirt, debris and other items. In the bottom section of the filter separator, there is a collection bin that captures what is filtered out by the bags.

Individual Separators

At each vacuum stall, there is an individual separator. This separator is the first stage of the filtering process for the central vacuum unit. The individual separators collect most of the large and heavy objects vacuumed from customer cars.

Vacuum Maintenance Procedure

Ensure all power is turned off and follow lockout/tagout procedures before starting vacuum maintenance.

1. Inspect and clean hoses and nozzles.
2. Check hoses and nozzles for cracks, blockages, or excessive wear.
3. Clear blockages using a shop vacuum or air compressor.
4. Replace worn or damaged hoses and nozzles.
5. Empty the collection canisters.
6. Go to the central vacuum unit.
7. Turn off the power to the central vacuum unit.
8. Ensure all door seals are intact and in good condition.
9. Shake out the filters in the top section of the filter separator.
10. Remove the filters from the top section of the filter separator.
11. Remove dust and debris from inside the vacuum cabinet or housing.
12. Use a broom and shop vacuum to remove dirt and debris from the top section.
13. Remove the collection bin from the bottom section and empty it into a trash can.
14. Use a broom and shop vacuum to remove dirt and debris from the bottom section.
15. Return the collection bin to the bottom section.
16. Replace the filters in the top section of the filter separator.
17. Close and latch both doors on the central unit.
18. Turn on the power to the central vacuum unit.
19. Run the vacuum unit and listen for unusual noises or vibrations.
20. Inspect motors for overheating and replace them if necessary.
21. Restore power to the vacuum unit and test for proper suction.
22. Clean up any dirt or debris around the central vacuum unit.
23. Repeat Steps 6-22 for additional central vacuum units at your location.

Conclusion

In conclusion, understanding and performing proper vacuum maintenance is crucial for ensuring the consistent and reliable operation of the central vacuum unit in our car wash facilities. Regularly maintaining the vacuum system can prevent clogs and malfunctions, extend the lifespan of vacuum motors, hoses, and nozzles, and provide our customers with a high-quality wash experience. This module has equipped you with the knowledge and steps to effectively perform vacuum maintenance tasks, ensuring our vacuums remain in excellent working condition. Proper maintenance enhances the performance and efficiency of our equipment and contributes to the overall success and customer satisfaction at our locations.

Vacuum Maintenance 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 take the quiz again. If they do not pass on their second attempt, you must review the quiz and answers with them before their third attempt.

1. What is the primary purpose of vacuum maintenance?
    a. To reduce electricity usage
    b. To ensure consistent and reliable vacuum suction
    c. To test new vacuum models
    d. To train new employees
2. Which item is used to remove debris from the top section of the filter separator? (Select all that apply)
    a. Long Screwdriver
    b. Shop Vacuum
    c. Replacement Nozzles and Hoses
    d. Broom & Dustpan
3. What should be checked for cracks, blockages, or excessive wear during vacuum maintenance?
    a. Filter Separator
    b. Motor & Turbine
    c. Hoses and Nozzles
    d. Collection Canisters
4. Proper vacuum maintenance helps prevent clogging and malfunctions that lead to equipment downtime.
    a. True
    b. False
5. The filter separator removes dirt and debris from the air flowing to the turbine's vacuums.
    a. True
    b. False
6. Individual separators are located at each vacuum stall and collect most large and heavy objects vacuumed from customer cars.
    a. True
    b. False
7. It is acceptable to leave the power on while performing vacuum maintenance tasks.
    a. True
    b. False
9. The motor generates the vacuum suction by rotating the turbine.
    a. True
    b. False
10. To ensure safety, we must always turn off the power to the central vacuum unit before starting vacuum maintenance.
    a. **True**
    b. False

Vacuum Maintenance 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 if they have any questions and provide the answers. Next, show them where all the tools and resources for the vacuum maintenance are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate the vacuum maintenance procedure. After the demonstration, review the process and any team member questions. Then, give the team member **Vacuum Maintenance Handouts 1 & 2**, and answer any additional questions that arise.

Vacuum Maintenance 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.

Without commentary or interruption, and in real-time, have the team member perform each of the tasks in the vacuum maintenance procedure. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered at the completion of the performance. Once complete, deliver feedback and coaching on the performance.

Repeat the Perform & Coach process until the team member has complete knowledge and understanding of all the information covered in this module, and you and the team member both feel confident they can perform the tasks and procedures to standard. Once the team member demonstrates the ability to consistently perform the tasks and procedures correctly, they are ready for development sign-off.

Vacuum Maintenace Handout 1-Central Vacuum Components

The following are the components of the central vacuum unit:

Motor & Turbine

The combination of the motor and turbine generates the vacuum suction. A shaft connects the motor and turbine; as the motor turns, it rotates the turbine. As the turbine rotates, the suction for the vacuums is generated.

Filter Separator

The filter separator removes dirt and debris from the air flowing through the vacuums to the turbine. Within the top section of the filter separator are filter bags that filter out dirt, debris and other items. In the bottom section of the filter separator, there is a collection bin that captures what is filtered out by the bags.

Individual Separators

At each vacuum stall, there is an individual separator. This separator is the first stage of the filtering process for the central vacuum unit. The individual separators collect most of the large and heavy objects vacuumed from customer cars.

Vacuum Maintenace Handout 2- Vacuum Maintenance Procedure

Ensure all power is turned off and follow lockout/tagout procedures before starting vacuum maintenance.

1. Inspect and clean hoses and nozzles.
2. Check hoses and nozzles for cracks, blockages, or excessive wear.
3. Clear blockages using a shop vacuum or air compressor.
4. Replace worn or damaged hoses and nozzles.
5. Empty the collection canisters.
6. Go to the central vacuum unit.
7. Turn off the power to the central vacuum unit.
8. Ensure all door seals are intact and in good condition.
9. Shake out the filters in the top section of the filter separator.
10. Remove the filters from the top section of the filter separator.
11. Remove dust and debris from inside the vacuum cabinet or housing.
12. Use a broom and shop vacuum to remove dirt and debris from the top section.
13. Remove the collection bin from the bottom section and empty it into a trash can.
14. Use a broom and shop vacuum to remove dirt and debris from the bottom section.
15. Return the collection bin to the bottom section.
16. Replace the filters in the top section of the filter separator.
17. Close and latch both doors on the central unit.
18. Turn on the power to the central vacuum unit.
19. Run the vacuum unit and listen for unusual noises or vibrations.
20. Inspect motors for overheating and replace them if necessary.
21. Restore power to the vacuum unit and test for proper suction.
22. Clean up any dirt or debris around the central vacuum unit.
23. Repeat Steps 6-22 for additional central vacuum units at your location.