WHITEWATER EXPRESS CAR WASH

DEVELOPMENT PROGRAM 600

SHIFT LEADER

Developer Guide

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SHIFT LEADER OVERVIEW-600

Welcome

Welcome to the Shift Leader Development Course. In the Shift Leader course, you will learn about essential Shift Leader duties, including equipment maintenance, various incident reports, and shift management.

Notes and Questions

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

Quiz

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

EMPLOYEE INCIDENT REPORT-601

Welcome

Welcome to the Employee Incident Report Module. In this module you will learn about the employee incident reporting process and the form used to document the incident information.

Notes and Questions

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

Quiz

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

Why

The employee incident report process allows us to act quickly anytime an employee incident occurs at a location. This process is designed to ensure the health, safety, and well-being of employees after an incident occurs as well as document critical information that can be used to prevent similar incidents in the future.

What

The following are the items you will need to complete the employee incident report successfully:

1. Employee Incident Report Form
   The incident report can be found on the company intranet by going to the Safety page and selecting the “Guest Incident Report” link.
2. First Aid Supplies
   First aid supplies will be needed if it is necessary to administer first aid. The first aid kit can be found at the location’s designated storage location.
3. List of Store-Designated Urgent Care Clinics
   This form can be found on the Safety page of the Intranet
4. Cell Phone/Tablet & Camera
   You will use a phone or tablet to access and complete the Employee Incident Report. You will use the camera to capture any necessary photos or videos
5. Store Camera Computer
   The camera computer will be needed to review and save video footage of the incident.
6. Workwell Acknowledgement **(Texas Only)**
   This form must be completed anytime an incident occurs at a Texas location. This form can be found on the Safety page of the Intranet

Educate

The safety and well-being of our teams are of utmost importance, and we strive to create a work environment that is as safe as possible. However, no matter how safe a work environment is, there are occasions when accidents happen. In these situations, our immediate focus is on the safety and well-being of all parties involved. We must be prepared to provide first aid, locate care facilities, and contact emergency medical services if necessary.

Responding to an Employee Incident

If an employee incident occurs, the following steps must be taken:

Step 1—Immediate Actions Taken

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a serious medical emergency, IMMEDIATELY call 911
    - Notify the Area Director and HR Department as soon as possible

Step 2—Offer First Aid and Medical Attention

- First Aid:
    - Offer to administer first aid
    - Obtain the guest's consent before administering first aid
    - Administer first aid as necessary
- Medical Attention:
    - Drive the employee to the store-designated Urgent Care Clinic
        - A member of the management team must take the injured employee
    - Notify the Area Director and HR Department

Step 3—Documentation

- Complete the Employee Incident Report found on the company intranet and provide thorough and detailed information regarding the incident, including:
    - Photos of the injury
    - Video footage of the incident, if available
        - If unavailable, upload photos of what caused the injury
    - The WORKWELL acknowledgment form must be signed and uploaded to the incident report **(Texas Employees ONLY)**

Incident reports must be completed as soon as possible and no later than 24 hours after the incident.

Step 4—Follow-Up and Correction

- Conduct a thorough investigation into the incident's cause
- Work with the Director of Safety to determine corrective and/or preventative measures
- Implement corrective actions to address identified issues or behaviors

Employee Incident Report 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 employee incident report process?
    a. To document daily work activities
    b. To ensure the health, safety, and well-being of employees after an incident
    c. To promote company products
    d. To record sales figures
2. Which item is NOT needed to complete the employee incident report?
    a. Employee Incident Report Form
    b. First Aid Supplies
    c. List of Store-Designated Urgent Care Clinics
    d. Manager approval
3. What should be done immediately if there is a serious medical emergency involving an employee?
    a. Offer first aid
    b. Complete the incident report
    c. Call 911 and notify the Area Director and HR Department
    d. Move the employee to a safer location
4. What must be obtained before administering first aid to an employee?
    a. Written permission
    b. Guest's consent
    c. Employee's consent
    d. Manager's approval
5. Who must take the injured employee to the store-designated Urgent Care Clinic if medical attention is required?
    a. Any available employee
    b. The injured employee's coworker
    c. A member of the management team
    d. The employee's family member
6. The Workwell Acknowledgement form is required for all incidents, regardless of location.
    a. True
    b. False
7. Employee incident reports must be completed as soon as possible and no later than 24 hours after the incident.
    a. True
    b. False
8. Employees are responsible for driving themselves to the urgent care clinic if medical attention is needed.
    a. True
    b. False

9. The incident report must include photos of the injury and video footage of the incident, if available.
   a. **True**
   b. False
10. The employee incident report should include thorough and detailed information regarding the incident, including photos and video footage.
    a. **True**
    b. False

Employee Incident 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 team member has passed the quiz, ask the team member if they have any questions and provide the answers. Once all questions have been answered, it is time to demonstrate an employee incident report being completed.

Ensure that you select location 000 – Demo as the location

With the team member acting as the employee, complete a roleplay scenario of the interaction and completion of the employee incident report. After the demonstration, review the process and any team member questions. Then give the team member the **Employee Incident Report Handout** to review and study.

NOTE: You will need to give a real-life demonstration at the next opportunity. It may be necessary to perform multiple demonstrations before the team member is ready to move to the Perform & Coach step.

Employee Incident 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.

With you acting as the employee, complete a roleplay scenario of the interaction and completion of the employee incident report. After the demonstration, review the process and any team member questions.

Ensure that you select location 000 – Demo as the location

You must also involve the team member in the real-life employee incident reports over the next few weeks. The goal is for the team member to be knowledgeable and capable enough to complete the process unassisted and standard.

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 procedure to standard.

Once the team members have demonstrated that they can perform the procedure correctly, they will need to perform it with a customer at the next opportunity. A manager must shadow the team member during their initial attempts to ensure proper report completion. Once the team member demonstrates the ability to perform the procedure correctly, they are ready for development sign-off.

Employee Incident Report Handout

If an employee incident occurs, the following steps must be taken:

Step 1—Immediate Actions Taken

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a serious medical emergency, IMMEDIATELY call 911
  - Notify the Area Director and HR Department as soon as possible

Step 2—Offer First Aid and Medical Attention

- First Aid:
  - Offer to administer first aid
  - Obtain the guest's consent before administering first aid
  - Administer first aid as necessary
- Medical Attention:
  - Drive the employee to the store-designated Urgent Care Clinic
    - A member of the management team must take the injured employee
  - Notify the Area Director and HR Department

Step 3—Documentation

- Complete the Employee Incident Report found on the company intranet and provide thorough and detailed information regarding the incident, including:
  - Photos of the injury
  - Video footage of the incident, if available
    - If unavailable, upload photos of what caused the injury
  - The WORKWELL acknowledgment form must be signed and uploaded to the incident report **(Texas Employees ONLY)**

Incident reports must be completed as soon as possible and no later than 24 hours after the incident.

Step 4—Follow-Up and Correction

- Conduct a thorough investigation into the incident's cause
- Work with the Director of Safety to determine corrective and/or preventative measures
- Implement corrective actions to address identified issues or behaviors

GUEST INCIDENT REPORT-602

Welcome

Welcome to the Guest Incident Report Module. In this module you will learn about the guest incident reporting process and the form used to document the incident information.

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 guest incident report is to document any incidents that involve a guest becoming hurt or injured at one of our locations. This process ensures clear communication with our guests after an incident and provides us with all the information we need to determine what, if any, measures should be taken.

What

The following are the items you will need to complete the guest incident report successfully:

1. Guest Incident Report Form

   The incident report can be found on the company intranet by going to the Safety page and selecting the “Guest Incident Report” link.
2. First Aid Supplies

   First aid supplies will be needed if it is necessary to administer first aid. The first aid kit can be found at the location’s designated storage location.
3. Phone/Tablet & Camera

   You will use a phone or tablet to access and complete the Guest Incident Report. You will use the camera to capture any necessary photos or videos.
4. Store Camera Computer

   The camera computer will be needed to review and save video footage of the incident.

Educate

The guest incident report records unexpected events at the car wash that involve guests by providing details of what happened, when, where, and who was involved. When an incident does occur, the guest incident reporting procedures are in place to ensure a prompt and thorough response to any workplace guest incidents. The Guest Incident Report is meant to document any incidents at WhiteWater Express Car Wash properties and is required for all reported injuries from guests, no matter how minor. All incident reports must be completed by a management team member within 24 hours of becoming aware of the injury.

It is important to note that we are not medical professionals and cannot make medical decisions or recommendations for injured guests.

Common Guest Incidents

Some common guest incidents include, but are not limited to, the following:

- Slips, trips, and falls of any kind
- Hitting their head on equipment
- Becoming entangled in mat machines
- Scraping of cutting themselves on equipment

Responding to a Guest Incident

Anytime a guest incident occurs, we must respond with the following actions:

Step 1. Immediate Actions

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a life-threatening medical emergency, call 911 without delay
  - Immediately after calling 911 notify the Area Director and HR Department
  - Secure the scene to prevent further injuries to others

Step 2. Offer First Aid and Medical Attention (If medical attention is required, the Manager on duty must notify the Area Director and HR Department).

- If First Aid
  - Offer to help administer first aid, following consent from the injured persons if possible, and proceed to step 3
- If Medical Attention
  - The guest is responsible for obtaining their own medical treatment. **WhiteWater Express employees are not to make recommendations of any kind regarding medical treatment.**
- Consider ambulance transport to manage liability and ensure safety in an emergency.

Step 3. Documentation

- Complete the Guest Incident Report found on the company intranet, providing thorough and detailed information regarding the incident.
  - Photos of both the injury and the cause of the injury must be uploaded to the incident report.
  - If available, upload video footage of the incident.

Completing the Guest Incident Report

The following are the tasks for completing the guest incident report:

Inform the Customer of the Report

We use the following statement before beginning the guest incident report:

> "Sir/Ma'am, we are taking this report to document what may have happened. I cannot give you any medical advice or recommendations, and I can only document the incident."

We mustn't offer any medical advice or recommendations to the guest. We are simply filing this report for documentation purposes.

Guest Unable to Complete Report

If you cannot gather all the necessary information from the guest, complete the report using the available information and indicate any unknown or unavailable information.

Communication After the Incident

Once the report is submitted, the Safety and HR departments will review it and contact the location if more information is needed or corrective actions are needed. Additionally, if the guest contacts the location regarding the incident, you must notify the Safety and HR departments of the interaction and the communication details.

Guest Incident Report 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 guest incident report?
    a. To track employee performance
    b. To document any incidents involving a guest becoming hurt or injured
    c. To promote car wash services
    d. To record daily sales figures
2. Which item is NOT needed to complete the guest incident report?
    a. Guest Incident Report Form
    b. First Aid Supplies
    c. Store Camera Computer
    d. Grease Gun
3. What should be done immediately if there is a life-threatening medical emergency?
    a. Offer first aid
    b. Call 911 and then notify the Area Director and HR Department
    c. Complete the incident report
    d. Move the guest to a safer location
4. What should you tell the guest before beginning the incident report?
    a. "I can give you medical advice."
    b. "We are taking this report to document what may have happened."
    c. "You are responsible for your own medical treatment."
    d. "We will cover all medical expenses."
5. Who reviews the incident report after it is submitted? (Select all that apply)
    a. The Store Manager
    b. The Area Director
    c. The Safety Department
    d. The HR Department
    e. The guest
6. All incident reports must be completed by a management team member within 24 hours of becoming aware of the injury.
    a. True
    b. False
7. WhiteWater Express employees are allowed to make medical recommendations to guests.
    a. True
    b. False
8. Photos and video footage of the incident must be uploaded to the incident report if available.
    a. True
    b. False

9. If the guest is unable to provide all details, it is acceptable to complete the incident report with partial information.
    a. **True**
    b. False
10. The guest incident report is required only for major injuries.
    a. True
    b. **False**

Guest Incident 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 team member has passed the quiz, ask the team member if they have any questions and provide the answers. Once all questions have been answered, it is time to demonstrate a guest incident report being completed.

Ensure that you select location 000 – Demo as the during roleplay demonstrations.

With the team member acting as the guest, complete a roleplay scenario of the interaction and completion of the guest incident report. After the demonstration, review the process and any team member questions. Then give the team member the **Guest Incident Report Handout** to review and study.

NOTE: You will need to give a real-life demonstration at the next opportunity. It may be necessary to perform multiple demonstrations before the team member is ready to move to the Perform & Coach step.

Guest Incident 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.

With you acting as the guest, complete a roleplay scenario of the interaction and completion of the guest incident report. After the demonstration, review the process and any team member questions.

Ensure that you select location 000 – Demo as the during roleplay demonstrations.

You must also involve the team member in the real-life guest incident reports over the next few weeks. The goal is for the team member to be knowledgeable and capable enough to complete the process unassisted and standard.

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 procedure to standard.

Once the team members have demonstrated that they can perform the procedure correctly, they will need to perform it with a guest at the next opportunity. A manager must shadow the team member during their initial attempts to ensure proper report completion. Once the team member demonstrates the ability to perform the procedure correctly, they are ready for development sign-off.

Guest Incident Report Handout

Anytime a guest incident occurs, we must respond with the following actions:

Step 1. Immediate Actions

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a life-threatening medical emergency, call 911 without delay
  - Immediately after calling 911 notify the Area Director and HR Department
  - Secure the scene to prevent further injuries to others

Step 2. Offer First Aid and Medical Attention (If medical attention is required, the Manager on duty must notify the Area Director and HR Department).

- If First Aid
  - Offer to help administer first aid, following consent from the injured persons if possible, and proceed to step 3
- If Medical Attention
  - The guest is responsible for obtaining their own medical treatment. **WhiteWater Express employees are not to make recommendations of any kind regarding medical treatment.**
- Consider ambulance transport to manage liability and ensure safety in an emergency.

Step 3. Documentation

- Complete the Guest Incident Report found on the company intranet, providing thorough and detailed information regarding the incident.
  - Photos of both the injury and the cause of the injury must be uploaded to the incident report.
  - If available, upload video footage of the incident.

Completing the Guest Incident Report

The following are the tasks for completing the guest incident report:

Inform the Customer of the Report

We use the following statement before beginning the guest incident report:

> "Sir/Ma'am, we are taking this report to document what may have happened. I cannot give you any medical advice or recommendations, and I can only document the incident."

We mustn't offer any medical advice or recommendations to the guest. We are simply filing this report for documentation purposes.

Guest Unable to Complete Report

If you cannot gather all the necessary information from the guest, complete the report using the available information and indicate any unknown or unavailable information.

VEHICLE INCIDENT REPORT-603

Welcome

Welcome to the Vehicle Incident Report Module. In this module you will learn about the vehicle incident and property damage reporting process and the form used to document the incident information.

Notes and Questions

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

Quiz

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

Why

The purpose of the vehicle incident report is to document any incidents of vehicle damage that occur at the car wash and communicate any next steps with customers. This collection of information after the incident helps us when reviewing the incident and determining if the car wash is responsible, or not. Communicating the next steps sets customer expectations which will help the process go more smoothly. Without the information on the incident report form, it is difficult for the management team to review the incident and determine responsibility.

What

The following are the items you will need to complete the vehicle incident report successfully.

1. Calm Demeanor

   Anytime we complete the incident report process we want to remain calm. Oftentimes, customers will be upset about the damage to their vehicle, whether the car wash is responsible or not. By remaining calm throughout the process, you will help to ease tensions and successfully complete the process.
2. Cell Phone/Tablet & Camera

   You will use your phone or the store-provided tablet to access and complete the Vehicle Incident Report. You will use the camera on your cell phone to take photos of the vehicle and the reported damage
3. Vehicle Incident Report Form

   This form will guide what information needs to be collected and provide a place to record the information. Once submitted, the form will be sent to the appropriate people to complete the claim.

Educate

Anytime a customer reports vehicle damage they believe was caused by the car wash, we will need to go through the incident report process and complete the vehicle incident report form. When a customer reports vehicle damage, we must interact with them politely and professionally. At this moment, the customer is likely to be upset that the damage has occurred. Regardless of whether the damage was caused by the car wash or not, it is likely the first time the customer has seen the damage to their vehicle, and this is the first time they have seen the damage, and they just went through our car wash, so the customer will often assume that it caused the damage.

Communicating with Customers

We must react professionally and with an understanding attitude to ease tension and gather all necessary information. Customers will always react more positively if you speak confidently and professionally. Carry yourself with confidence and make eye contact while listening.

The goal is to gather information through communication with the customer, not to speculate on the cause of damage or make decisions about which party is at fault. We must never admit fault for causing damage during customer interactions, as a final decision will be made once the report is completed and the incident is reviewed.

Empathetic vs. Apologetic

While we don't want to admit fault, we want to ensure we empathize with the customer's emotional state. However, we never want to be apologetic. Let's look at the difference between being empathetic and being apologetic.

Being empathetic means showing the ability to understand and share the feelings of another, or in this case, understanding the customer's feelings of frustration, anger, or helplessness regarding the vehicle damage. Using empathetic language shows the customer we understand their feelings without accepting responsibility for the damage. This will create a more positive customer experience, which can lead to a more positive interaction if we do not accept responsibility for the damage.

Being apologetic is the act of regretfully acknowledging or excusing an offense or failure, or in this case, acknowledging and taking fault for the cause of the customer's frustration, anger, or helplessness regarding the vehicle damage. Using apologetic language indicates to the customer that we will accept responsibility for the damage. If we do not accept fault for the damage, this could cause a bigger problem, a negative customer experience.

Here are some examples of commonly used phrases that show empathy without admitting fault:

"I'm sorry that you are having to deal with this."

"I would be upset if this happened to my vehicle."

"We will review the incident and update you within 72 hours."

"I know this is frustrating. We will collect all the information and review the incident within 72 hours."

Here are some examples of commonly used apologetic phrases that admit fault:

"This sort of thing happens all the time."

"It has been a long time since we have damaged a vehicle."

"The equipment does not usually cause that kind of damage."

"We will make sure we get this fixed."

"I am sorry we broke this part; we can order one."

Vehicle Incident Report

The initial report is the most critical piece of the process, and we must gather as much detail as possible to ensure we submit accurate and complete reports. Our ability to review video footage will be limited without accurate and complete reports. It is important that any time an incident of any kind occurs, we document what happened by filling out an incident report form for all involved parties. Remember, the incident report process aims to gather information through communication with the customer, not to speculate on the cause of damage or make decisions about which party is at fault.

The Vehicle Incident Report, or VIR, form will guide you through all the information that needs to be collected to complete the report. The VIR Form has multiple sections that need to be completed anytime an incident is reported. Let's review each section of the incident report form.

Report Type & Location Information

The first step in completing an incident report form is selecting the report type. Once selected, indicate the location of the incident, input your name and employee ID, and indicate the date and time the incident occurred and the date and time it was reported.

Customer Information

In the customer information section, we will capture important customer contact information. It is important to communicate to customers that we need the information to contact them regarding the status of their claims as we go through the process. To complete the customer information section, you will need the customer's name, email, phone number and address. Then, indicate if they are an Unlimited Speed Club member.

Vehicle Information

The vehicle information is needed to help us identify the vehicle on camera when reviewing footage during the incident review process. It also gives us the information we will need if we are responsible for causing damage to a vehicle. Collecting complete and accurate vehicle information is crucial in successfully completing the incident report form and process. In this section, you will input the year, make, model and color of the vehicle, the Vehicle Identification Number (VIN), and the license plate.

Claim Information

In this section, you will document the customer's explanation of the vehicle damage and what they believe caused it. We also want to document what type of damage occurred and where the vehicle the damage is located. Including only the customer's description of the incident is important and not interjecting your thoughts on what occurred is important. Again, this is not a place for speculation of what happened but simply a collection and documentation of information.

Photos of Damage

In the photos of damage section, you will collect photographic evidence of the damage and capture critical vehicle information. You will need to capture the photos of the damage from the different angles indicated on the form. These photos will help the management team identify the damage in the location before reviewing the video footage. The photos will also provide clues about what could have caused the damage. You must also capture a photo of the license plate and the VIN sticker inside the driver's side door. It is important to review your photos to ensure that they are clear and the damage or information is visible.

Disclaimer and Signature

In the disclaimer and signature section, you must review the following disclaimer with the customer:

> "You will be contacted within seventy-two hours of this incident. This report does not constitute an admission of responsibility by White Water Express, nor does the signature of the customer release White Water Express from any liability. By signing this report, both parties agree that the information stated above is true and accurate. If responsibility is accepted by White Water, this matter must be fully resolved and closed within thirty days of incident, no exception."

Once you have reviewed the disclaimer with the customer, ask them to sign the completed incident report to indicate acknowledgment of the accuracy and truthfulness of the information in the report.

Procedure—Vehicle Incident Report

Now that you understand each section and the information that must be recorded, let's review the procedure for completing the incident report form.

Access the Incident Report Form

1. Access the Vehicle Incident Report form
2. Select Vehicle Incident Report as the "Report Type"

Location Information

3. Location
4. Your Name
5. Employee ID
6. Date form filled out
7. Time form filled out
8. Date of incident
9. Time of incident

Customer Information

10. Customer name
11. Phone number
12. Address
13. Email address
14. Unlimited Speed Club member

Vehicle Information

15. Year
16. Make
17. Model
18. Vehicle color
19. License plate
20. VIN

Claim Information

21. Select a problem description from the drop-down menu
22. Select the problem location from the drop-down menu
23. Ask the customer for their description of the event and complete the box on the form

Photos of Damage

24. Photo of license plate
25. Photo of VIN sticker inside of the driver-side door
26. Photos of damage (close-up, straight-on)
27. Photos of damage (wide, straight-on)
28. Photos of damage (close-up, at an angle)
29. Photos of damage (wide, at a different angle)

Disclaimer and Signature

30. Review the disclaimer with the customer
31. Ask the customer to review and sign the Vehicle Incident Report
32. Click Submit

Property Damage Incident Report

The property damage incident report is instrumental in helping recover losses from damage caused to WhiteWater property due to customer error. The PDIR is structured similarly to the vehicle incident report, and, like the VIR, it is critical that we obtain accurate information to ensure that our team has everything they need to pursue a claim if necessary. This report aims to gather information through communication with the customer, not to assess blame or threaten future actions.

The Property Damage Incident Report, or PDIR, form will guide you through all the information that needs to be collected when property damage occurs on-site. The PDIR has multiple sections that need to be completed anytime property damage occurs. Let's review each section of the PDIR form.

Report Type & Location Information

The first step in completing a property damage incident report form is selecting the report type. Once selected, indicate the location of the incident, input your name and employee ID, and indicate the date and time the incident occurred and the date and time it was reported.

Customer Information

The customer information section will capture important customer contact and insurance information. The information needed is the customer's name, email, phone number, the policyholder's name on the driver's insurance, the insurance company policy number, policy date range, and a picture of the insurance information card. The information collected in this section is the most important part of the PDIR form, so it is important to get a clear picture of the insurance card for verification purposes.

Vehicle Information

The vehicle information section requires the vehicle year, make, model, color, license plate and VIN number to help the store collect video footage of the incident. It also contains a space for customer descriptions of events that allow customers to explain the incident and its cause. This description is not meant to assign any fault but rather just to obtain the customer's description of events.

Pictures

In the pictures section, you will collect photographic evidence of the damage and capture critical vehicle information. You will need to capture the photos of the damage to our property and any damage to the customer's vehicle. You must also capture a photo of the license plate and the VIN sticker inside the driver's side door. It is important to review your photos to ensure they are clear and the damage or information is visible.

Disclaimer and Signature

In the disclaimer and signature section, you will need to review the following disclaimer with the customer:

> "This report does not constitute an admission of responsibility by WhiteWater Express, nor does the signature of the customer release WhiteWater Express from any liability. By signing this report, both parties agree that the information stated above is true and accurate."

Once you have reviewed the disclaimer with the customer, ask them to sign the completed incident report to indicate acknowledgment of the accuracy and truthfulness of the information in the report.

Procedure—Property Damage Incident Report

Now that you understand each section and the information that must be recorded let's review the procedure for completing the property damage incident report form.

Access the Incident Report Form

1. Access the Vehicle Incident Report form
2. Select Property Damage Incident Report as the "Report Type"

Location Information

3. Location
4. Your Name
5. Employee ID
6. Date form filled out

7. Time form filled out
8. Date of incident
9. Time of incident

Customer Information

10. Customer name
11. Phone number
12. Address
13. Email address
14. Policyholder's name on the driver's insurance
15. Insurance company policy number
16. Insurance policy date range
17. Photo of insurance policy card
18. Unlimited Speed Club member

Vehicle Information

19. Year
20. Make
21. Model
22. Vehicle color
23. License plate
24. VIN

Claim Information

25. Select a problem description from the drop-down menu
26. Select the problem location from the drop-down menu
27. Ask the customer for their description of the event and complete the box on the form

Photos of Damage

28. Photo of license plate
29. Photo of VIN sticker inside of the driver-side door
30. Photos of damage to WhiteWater property (close-up, wide, straight-on, at an angle)
31. Photos of damage to customer vehicle (close-up, wide, straight-on, at an angle)

Disclaimer and Signature

32. Review the disclaimer with the customer
33. Ask the customer to review and sign the Vehicle Incident Report
34. Click Submit

Vehicle Incident Report 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. Which of the following is NOT an area of the Vehicle Incident Report? (Select all that apply)
   a. **Area Director Information**
   b. **Repair Shop Information**
   c. Location Information
   d. Vehicle Information
   e. Photos of Damage
2. What is needed to complete the Vehicle Incident Report?
   a. Claim Information
   b. Location Information
   c. Customer Information
   d. **All the above**
3. What is needed to help us identify the vehicle on camera when reviewing footage during the incident review process?
   a. Photos of Damage
   b. Customer Information
   c. Claim Information
   d. **Vehicle Information**
   e. Location Information
4. Which of the following photos are needed to complete the Vehicle Incident Report? (Select all that apply)
   a. **License plate**
   b. Photo of the customer
   c. **Photo of damage (close-up, straight-on)**
   d. None of the above
5. When do we complete a Vehicle Incident Report?
   a. Anytime there is an equipment issue in the tunnel
   b. Only when there is enough time to complete the form
   c. **Anytime a customer reports vehicle damage that they believe was caused by the car wash**
   d. It depends on store volume
6. When should a PDIR be completed?
   a. When a guest's personal property is damaged such as a floor mat
   b. When a guest observes that their vehicle has damage allegedly from the wash
   c. **When WhiteWater Express property, like a menu board, is damaged by a guest**
   d. When WhiteWater Express property is broken and needs repair
7. The customer does not have to sign the Vehicle Incident Report?
   a. True
   b. **False**

8. Photos provide clues as to what could have caused the damage.
    a. **True**
    b. False
9. The purpose of the vehicle incident report is to document any incidents of vehicle damage that occur at the car wash and communicate any next steps with customers.
    a. **True**
    b. False
10. The primary goal of the Property Damage Incident Report (PDIR) is to assign blame for the damage that occurred on-site.
    a. True
    b. **False**

Vehicle Incident 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 team member has passed the quiz, ask the team member if they have any questions and provide the answers. Once all questions have been answered, it is time to demonstrate a vehicle incident report being completed.

To complete this demonstration, you will need:

1. Painter's tape
2. Team member's vehicle
3. Vehicle Incident Report Form
    - ***Ensure that you select location 000 – Demo as the location***

Go to the vehicle and place a piece of tape on the hood to represent a scratch. Then, with the team member acting as the customer, complete a roleplay scenario of the customer interaction and completion of the vehicle incident report form. After the demonstration, review the process and any team member questions. Then, give the team member **Vehicle Incident Report Handouts 1 & 2** to review and study.

NOTE: You must perform a real-life demonstration with a customer at the next opportunity. Multiple demonstrations may be necessary before the team member is ready to move to the Perform & Coach step.

Vehicle Incident 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.

Return to the vehicle and place a piece of tape on a door to represent a dent. Then, reverse roles and have the team member perform the vehicle incident report process with you acting as the customer. Again, ensure you **select 000 – Demo** as the location in the form.

You must also involve the team member in the real-life vehicle incident reports over the next few weeks. The goal is for the team member to be knowledgeable and capable enough to complete the process unassisted and standard.

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 procedure to standard.

Once the team members have demonstrated that they can perform the procedure correctly, they will need to perform it with a customer at the next opportunity. A manager must shadow the team member during initial attempts to ensure proper report completion. Once the team member demonstrates the ability to perform the procedure correctly with customers, they are ready for development sign-off. Upon sign-off, the team member can begin completing Vehicle Incident Reports anytime the need arises.

Vehicle Incident Report Handout 1-Vehicle Incident Report

The following are the steps for completing a vehicle incident report:

Access the Incident Report Form

To begin, you will first need to access the vehicle incident report form.

1. Access the Vehicle Incident Report form
2. Select Vehicle Incident Report as the “Report Type”

Location Information

3. Location
4. Your Name
5. Employee ID
6. Date form filled out
7. Time form filled out
8. Date of incident
9. Time of incident

Customer Information

10. Customer name
11. Phone number
12. Address
13. Email address
14. Unlimited Speed Club member

Vehicle Information

15. Year
16. Make
17. Model
18. Vehicle color
19. License plate
20. VIN

Claim Information

21. Select a problem description from the drop-down menu
22. Select the problem location from the drop-down menu
23. Ask the customer for their description of the event and complete the box on the form

Photos of Damage

24. Photo of license plate
25. Photo of VIN sticker inside of the driver-side door
26. Photos of damage (close-up, straight-on)
27. Photos of damage (wide, straight-on)
28. Photos of damage (close-up, at an angle)
29. Photos of damage (wide, at a different angle)

Disclaimer and Signature

30. Review the disclaimer with the customer
31. Ask the customer to review and sign the Vehicle Incident Report
32. Click Submit

Vehicle Incident Report Handout 2-Property Damage Incident Report

The following are the steps for completing a property damage incident report:

Access the Incident Report Form

1. Access the Vehicle Incident Report form
2. Select Property Damage Incident Report as the "Report Type"

Location Information

3. Location
4. Your Name
5. Employee ID
6. Date form filled out
7. Time form filled out
8. Date of incident
9. Time of incident

Customer Information

10. Customer name
11. Phone number
12. Address
13. Email address
14. Policyholder's name on the driver's insurance
15. Insurance company policy number
16. Insurance policy date range
17. Photo of insurance policy card
18. Unlimited Speed Club member

Vehicle Information

19. Year
20. Make
21. Model
22. Vehicle color
23. License plate
24. VIN

Claim Information

25. Select a problem description from the drop-down menu
26. Select the problem location from the drop-down menu
27. Ask the customer for their description of the event and complete the box on the form

Photos of Damage

28. Photo of license plate
29. Photo of VIN sticker inside of the driver-side door
30. Photos of damage to WhiteWater property (close-up, wide, straight-on, at an angle)
31. Photos of damage to customer vehicle (close-up, wide, straight-on, at an angle)

Disclaimer and Signature

32. Review the disclaimer with the customer
33. Ask the customer to review and sign the Vehicle Incident Report
33. Click Submit

GRIT TRAP REMOVAL-604

Welcome

Welcome to the Grit Trap Removal Module. This module will teach you the steps and tasks necessary to remove water from grit trap systems, such as conveyor pits and external and internal tank systems.

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 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 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 grit trap removal procedure aims to ensure each site has the necessary tools and knowledge to properly remove water from our grit trap systems, such as conveyor pits, external tank systems, and internal tank systems. Ensuring that the water is removed from these systems enables vendors to be more effective when removing solid waste from the systems.

What

The following are the items you will need as you complete the grit trap removal process:

1. A 1.5HP Float-Controlled Sump Pump

   A 1.5HP float-controlled sump pump will pump the water out of the systems and into a sanitary drain.

2. Nylon Rope

   A section of nylon rope will be tied to the 5-gallon bucket to raise and lower the bucket.

3. Drain Hose

   A hose is needed to carry liquids to the nearest sanitary drain. Ensure that the hose used is long enough to reach between the sump pump and the sanitary drain at all pump points. The hose diameter will vary depending on the sump pump being used.

4. Zip Ties

   Zip ties will be needed to attach the sump pump power cord to the nylon rope so the power cord doesn’t get wet

5. Extension Cord & 3-Prong Electrical Outlet

   An extension cord may be needed to supply power to the sump pump, and a 3-prong electrical outlet will be needed to plug in the sump pump or extension cord

6. Floor Drain, Mop Sink, or Oil Separators

   To ensure the wastewater stays in the sanitary system and bypasses our grit separation tanks, a floor drain, mop sink, or oil separator will be needed

7. Tank Pumping Day Checklist

   This form records if the water was properly removed before the pumping vendor’s arrival and before and after photos of the inside of the pump truck’s tank. The Tank Pumping Day form can be found in the Quick Links dropdown menu on the Intranet.

Educate

Removing water from grit trap systems is a critical process that ensures the systems are ready for vendors to remove solid waste effectively. This procedure involves using specific tools and equipment to ensure the water is safely and efficiently pumped out of the systems. Each task, from building the pump basket to using the sump pump, plays a vital role in maintaining the efficiency and cleanliness of the car wash operations. Proper water removal from grit trap systems is essential for maintaining operational efficiency and preventing damage to the equipment. The water removal process helps keep the systems clean and debris-free, which can otherwise cause operational issues. Ensuring that the water is properly removed also aids in maintaining environmental compliance by preventing wastewater from entering the grit separation tanks.

The water in the grit trap systems should be completely removed weekly. This helps to avoid excessive buildup and allows us to better identify any potential issues with drainage. Additionally, on weeks that our vendors will be coming to pump the grit trap systems, only two-thirds ($^2/_3$) of the water should be removed.

Using the Pump

The following are the steps for using the pump basket:

1. After closing, use the attached rope to slowly lower the pump until it has settled or reached the bottom of the area or tank
    - Ensure that the electrical connections on the sump pump are **NEVER** below the surface of the water
    - Ensure that the sump pump power cord and extension cord connection are **NEVER** underwater
2. Using the excess rope, anchor the pump by tying a knot on a stationary piece of equipment or other fixture
    - Grating, conveyor support, tank lid, etc.
3. Locate the nearest floor drain, mop sink, or oil separator and place the drain hose in the drain
4. Plug in the sump pump and start removing water from the system
    - The float on the pump will allow the pump to shut off automatically once the water level has dropped below the float level
5. The next morning, during the opening, the pump should be removed, cleaned, and stored away before washing customer vehicles

Vendor Pumping

Before the pumping vendor arrives, ensure that only two-thirds ($^2/_3$) of the water is removed from the tank. If the water has not been properly removed, pump out as much water as possible before the pumping vendor arrives.

When the pumping vendor arrives, you must complete the *Tank Pumping Day Checklist*. Before pumping, ask the pump truck driver to take a picture of the inside of the tank to ensure it is completely empty. **WhiteWater team members are not allowed to climb on the pump trucks.** If the truck's tank is not empty, contact your Regional Facilities Manager before allowing the vendor to begin pumping. Once the pumping is completed, ask the driver to take another picture of the inside of the truck's tank. Then, submit the form.

Grit Trap Removal 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 main goal of the grit trap removal procedure?
   a. To increase water levels in the grit trap systems
   b. To ensure effective removal of solid waste by vendors
   c. To clean the car wash equipment daily
   d. To prevent water from entering the mop sink
2. What should you do with the excess rope after lowering the pump into the grit trap system?
   a. Cut it off
   b. Anchor it by tying a knot on a stationary piece of equipment
   c. Leave it loose
   d. Wrap it around the pump
3. Where should the drain hose be placed during the water removal process?
   a. In the nearest trash can
   b. On the ground
   c. In the nearest floor drain, mop sink, or oil separator
   d. In the car wash bay
4. What should be done if the pump truck's tank is not empty upon the vendor's arrival?
   a. Allow the vendor to start pumping
   b. Contact the Regional Facilities Manager
   c. Ask the vendor to leave
   d. Remove all the remaining water yourself
5. How often should the water in the grit trap systems be completely removed?
   a. Daily
   b. Weekly
   c. Monthly
   d. Yearly
6. What must be included in the Tank Pumping Day Checklist?
   a. Vendor's arrival time
   b. Pictures of the inside of the pump truck's tank before and after pumping
   c. Names of all team members present
   d. Temperature of the water being pumped
7. How much of the water should be removed from the tank on the weeks that vendors will be pumping the grit trap systems?
   a. All the water
   b. Two-thirds of the water
   c. One-third of the water
   d. None of the water

8. The water in the grit trap systems should be completely removed daily.
   a. True
   b. False
9. The Tank Pumping Day Checklist records whether the water was properly removed and includes before and after photos of the pump truck's tank.
   a. True
   b. False
10. During the water removal process, the sump pump's electrical connections should be kept above the water's surface.
    a. True
    b. False

Grit Trap Removal 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 grit trap removal process are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate the grit trap removal process.

After the demonstration, review the process and any team member questions. Then, give the team member **Grit Trap Removal Handouts 1, 2 & 3** to review and study.

Grit Trap Removal 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 grit trap removal 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.

Grit Trap Removal Handout 1

The following are the items you will need as you complete the grit trap removal process:

1. A 1.5HP Float-Controlled Sump Pump
   A 1.5HP float-controlled sump pump will pump the water out of the systems and into a sanitary drain.
2. Nylon Rope
   A section of nylon rope will be tied to the 5-gallon bucket to raise and lower the bucket.
3. Drain Hose
   A hose is needed to carry liquids to the nearest sanitary drain. Ensure that the hose used is long enough to reach between the sump pump and the sanitary drain at all pump points. The hose diameter will vary depending on the sump pump being used.
4. Zip Ties
   Zip ties will be needed to attach the sump pump power cord to the nylon rope so the power cord doesn't get wet
5. Extension Cord & 3-Prong Electrical Outlet
   An extension cord may be needed to supply power to the sump pump, and a 3-prong electrical outlet will be needed to plug in the sump pump or extension cord
6. Floor Drain, Mop Sink, or Oil Separators
   To ensure the wastewater stays in the sanitary system and bypasses our grit separation tanks, a floor drain, mop sink, or oil separator will be needed
7. Tank Pumping Day Checklist
   This form records if the water was properly removed before the pumping vendor's arrival and before and after photos of the inside of the pump truck's tank. The Tank Pumping Day form can be found in the Quick Links dropdown menu on the Intranet.

Grit Trap Removal Handout 2-Using the Pump

The following are the steps for using the pump basket:

1. After closing, use the attached rope to slowly lower the pump until it has settled or reached the bottom of the area or tank
   - Ensure that the electrical connections on the sump pump are **NEVER** below the surface of the water
   - Ensure that the sump pump power cord and extension cord connection are **NEVER** underwater
2. Using the excess rope, anchor the pump by tying a knot on a stationary piece of equipment or other fixture
   - Grating, conveyor support, tank lid, etc.
3. Locate the nearest floor drain, mop sink, or oil separator and place the drain hose in the drain
4. Plug in the sump pump and start removing water from the system
   - The float on the pump will allow the pump to shut off automatically once the water level has dropped below the float level
5. The next morning, during the opening, the pump should be removed, cleaned, and stored away before washing customer vehicles

Grit Trap Removal Handout 3-Tank Pumping Day Checklist

WHITEWATER EXPRESS CAR WASH

Tank Pumping Day Checklist

Name *

First | Last

Location *

Date of Tank Pump *

Was the excess water pumped out of the tank?

○ Yes ● No

Water removal proceedure:

https://docs.google.com/document/d/1Eqo1CPXE6edZ_Fj82IKTDh-h6Ca-vKRfOLItF5r8NAc/edit?usp=sharing

Verify the pumping truck tank is empty. Ask the driver to take a picture of the inside of the pumping truck tank before they start pumping the store's tank

Picture of Pumping Truck Tank Before Pumping *

Upload or drag files here.

Picture of the Pumping Truck Tank After Pumping *

Upload or drag files here.

Submit

FACILITY SUPPORT REQUEST-605

Welcome

Welcome to the Facility Support Request Module. In this module, you will learn about the facility support request form and when to submit a request.

Notes and Questions

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

Quiz

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

Why

The purpose of a facility support request is to notify the facilities team that we have an issue that requires their assistance. This notification allows the team to order any needed parts or supplies, and/or assign the repair to a vendor, as well as help the store team complete the task on their own.

What

The following are the items you will need to successfully submit a facility support request:

1. Cell Phone or Tablet

   You will use your phone or a tablet to access and complete the facility support request form.
2. Facility Support Request QR Code

   On the QR code sheet, you will find a QR code for the facility support request that can be used to access the form quickly.
3. Facility Support Request Form

   This form will serve as a guide of what information is needed and provide a place for you to explain the issue.

Educate

As you know, our car washes are made up of a series of complex computer systems, wash equipment and, of course, the building itself. From time to time the car wash will experience an issue in one of these areas, and when this occurs, we need to notify the facilities team and put the issue on their radar. This notification not only puts the issue on their radar, but it also helps us to track all of the issues that each location experiences. This allows us to improve our maintenance practices and the intervals when maintenance takes place. We are also able to identify trends in equipment wear and tear and can be better equipped to predict issues, not just prevent them.

Submitting the Request

Anytime, you have an equipment, IT/DRB or facility issue, you should submit a facility support request immediately to notify the facilities teams. Making the request is the first step in making repairs or replacing any parts.

To submit the request, you will first need to scan the QR code. From there, you can begin filling out the form. Let's review each section of the request form and what should be input into each section.

Type of Problem

After you have entered all of the required contact information, you will be ready to complete the remainder of the request form. The request form has three categories that can be selected on the request form. They are IT/DRB, Equipment/Maintenance and Facility.

IT/DRB is selected when you are having issues with any technology or software. This includes everything from DRB to the office computer. An example of an IT/DRB issue would be if the gates will not open for customers.

The Equipment/Maintenance selection is chosen when the issue is with a piece of equipment in the tunnel or the back room. Such as, wraps, light bars, powerpacks, injectors, etc. A good example of this type of issue is when mitters don't work. This doesn't prevent us from washing cars, but it can impact quality.

Finally, the facility option should be selected when there is an issue with the building or property. This could be an issue with signage, the parking lot, or even paint in the office.

Once you have determined the appropriate problem type selection, you will need to indicate the level of the issue.

Issue Level

Depending on the nature of the issue, you will need to assign a level between one and three. The higher the level, the bigger, and more impactful, the issue.

A level one issue is something that is considered a minor inconvenience. For example, needing new marketing materials or signage, replacement trash cans or the office needing new paint are all level one issues.

A level two issue occurs when our guests are being impacted by the issue. For example, two blowers not working would affect the dryness of customer vehicle, thereby, impacting guests. Additionally, a wrap or mitter not functioning could affect the application of soap, waxes and overall cleanliness of the vehicles.

The final, and most severe, level is level three. A level three issue is one that prevents you from washing cars such as an issue with the chain. Any level three requests should be submitted as soon as possible. Additionally, if you are submitting a level three issue, you will need to call the Area Director, and/or any support staff, to inform them of the issue before submission of the request.

Any time the car wash is closed due to a maintenance issue, there will need to be employees stationed before the pay stations to inform customers of the closure and provide an estimated time of reopening. Additionally, customers can be directed to use the vacuums while they wait for the wash to reopen.

Support Needed

Once you have indicated the area and level of the issue, you will need to identify the problem more specifically. The list of options will differ depending on which type of problem you have indicated and the options will be related to common problems in that area. If you do not see the item that you are having issue with, you will need to select the "Other" option.

Issue Details

The next step in the process is to provide details about the issue you are experiencing. In this section, it is important to provide as much detail as possible about the issue and the symptoms of the issue. The more information is recorded, the better, and faster, the facility team can lend their support to your store. Details may include part names or numbers, location of issue, effects the issue is having on production or quality, etc. Clear communication is key critical to resolving issues quickly and effectively.

Troubleshooting

In the request, you will also need to detail any troubleshooting that has already taken place in regards to the issue at hand. This allows the facility team to eliminate the solutions you have already tried from their list of possible solutions. It may also allow for quicker resolution of the issue. Again, the more detailed you are, the better the information in this section.

Pictures

This section allows you to add a photo, or photos, of the issue and the specific area where the issue has taken place. These pictures help provide clues as to what is wrong and what the solution may be. Ensure that you upload clear, visible photos so that the team can accurately assess what they are seeing. You may be asked for additional photos later, but you should add as many relevant photos as possible to the request.

Alarm Code

Finally, for Equipment/Maintenance and Facility requests, you will need to input the alarm code for the store. This allows the facility team to access the location before or after hours to complete any repairs or maintenance. If you do not know your locations alarm code, you will need to ask a manager.

Now that you have learned and understand why we submit facility support requests, and how to submit them, you will be able to provide additional help when any issue arises at the car wash. The more people who can respond to an issue, the quicker we can report and resolve the issue. This increases our operational efficiency and allows us to consistently provide top-quality car washes to our customers.

Facility Support Request 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 types of problems? (Select all that apply)
    a. IT/DRB
    b. Marketing
    c. Maintenance/Repair
    d. Facility
    e. All of the above
2. What is a level three issue?
    a. This issue is something that is considered a minor inconvenience
    b. This issue occurs when our guests are being impacted by the issue XPT receipts
    c. This issue is one that prevents you from washing cars
    d. None of these
3. What is a level two issue?
    a. This issue is something that is considered a minor inconvenience
    b. This issue is one that prevents the customers from entering the wash
    c. This issue is one that prevents you from washing cars
    d. This issue occurs when our guests are being impacted by the issue
4. What is a level one issue?
    a. This issue occurs when our guests are being impacted by the issue XPT receipts
    b. This issue is something that is considered a minor inconvenience
    c. This issue is one that prevents you from opening or closing the store
    d. A & B
5. Any time the car wash is closed due to a maintenance issue, there will need to be employees stationed ___________________to inform customers of the closure and provide an estimated time of reopening.
    a. At the pay station
    b. In the lot
    c. Before the pay stations
    d. None of these
6. Customers can still use the vacuums even if the car wash is experiencing a level three issue.
    a. True
    b. False
7. It is not necessary to perform troubleshooting on the issue before submitting the facility support request.
    a. True
    b. False

8. Which of the following are a level two issue?
    a. Signage damaged
    b. Mitter not working
    c. Conveyor not turning on
    d. None of these
9. Pictures of the issue will need to be added to the support request in order to submit.
    a. True
    b. False
10. The purpose of a facility support request is to notify the facilities team that we have an issue that requires their assistance.
    a. True
    b. False

Facility Support Request 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 team member has passed the quiz, ask the team member if they have any questions and provide the answers. Once all questions have been answered, it is time to demonstrate a facility support request. Ensure you **select 000 – Demo** as the location in the form. After the demonstration is complete, review any questions with the team member and provide the answers.

Facility Support Request Perform & Coach

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

Have the team member complete a practice facility support request. Ensure you **select 000 – Demo** as the location in the form. 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 procedure to standard.

You will also want to involve the team member in the real-life facility support requests over the next few weeks. The goal here is for the team member to be knowledgeable and capable enough to complete the process unassisted and to standard.

Facility Support Request Handout

To submit the request, you will first need to scan the QR code. From there, you can begin filling out the form. The following is the overview of the facility support request form and what should be input into each section:

Type of Problem

After you have entered all of the required contact information, you will be ready to complete the remainder of the request form. The request form has three categories that can be selected on the request form. They are IT/DRB, Equipment/Maintenance and Facility.

IT/DRB is selected when you are having issues with any technology or software. This includes everything from DRB to the office computer. An example of an IT/DRB issue would be if the gates will not open for customers.

The Equipment/Maintenance selection is chosen when the issue is with a piece of equipment in the tunnel or the back room. Such as, wraps, light bars, powerpacks, injectors, etc. A good example of this type of issue is when mitters don't work. This doesn't prevent us from washing cars, but it can impact quality.

Finally, the facility option should be selected when there is an issue with the building or property. This could be an issue with signage, the parking lot, or even paint in the office.

Once you have determined the appropriate problem type selection, you will need to indicate the level of the issue.

Issue Level

Depending on the nature of the issue, you will need to assign a level between one and three. The higher the level, the bigger, and more impactful, the issue.

A level one issue is something that is considered a minor inconvenience. For example, needing new marketing materials or signage, replacement trash cans or the office needing new paint are all level one issues.

A level two issue occurs when our guests are being impacted by the issue. For example, two blowers not working would affect the dryness of customer vehicle, thereby, impacting guests. Additionally, a wrap or mitter not functioning could affect the application of soap, waxes and overall cleanliness of the vehicles.

The final, and most severe, level is level three. A level three issue is one that prevents you from washing cars such as an issue with the chain. Any level three requests should be submitted as soon as possible. Additionally, if you are submitting a level three issue, you will need to call the Area Director, and/or any support staff, to inform them of the issue before submission of the request.

Any time the car wash is closed due to a maintenance issue, there will need to be employees stationed before the pay stations to inform customers of the closure and provide an estimated time of reopening. Additionally, customers can be directed to use the vacuums while they wait for the wash to reopen.

Support Needed

Once you have indicated the area and level of the issue, you will need to identify the problem more specifically. The list of options will differ depending on which type of problem you have indicated and the options will be related to common problems in that area. If you do not see the item that you are having issue with, you will need to select the "Other" option.

Issue Details

The next step in the process is to provide details about the issue you are experiencing. In this section, it is important to provide as much detail as possible about the issue and the symptoms of the issue. The more information is recorded, the better, and faster, the facility team can lend their support to your store. Details may include part names or numbers, location of issue, effects the issue is having on production or quality, etc. Clear communication is key critical to resolving issues quickly and effectively.

Troubleshooting

In the request, you will also need to detail any troubleshooting that has already taken place in regards to the issue at hand. This allows the facility team to eliminate the solutions you have already tried from their list of possible solutions. It may also allow for quicker resolution of the issue. Again, the more detailed you are, the better the information in this section.

Pictures

This section allows you to add a photo, or photos, of the issue and the specific area where the issue has taken place. These pictures help provide clues as to what is wrong and what the solution may be. Ensure that you upload clear, visible photos so that the team can accurately assess what they are seeing. You may be asked for additional photos later, but you should add as many relevant photos as possible to the request.

Alarm Code

Finally, for Equipment/Maintenance and Facility requests, you will need to input the alarm code for the store. This allows the facility team to access the location before or after hours to complete any repairs or maintenance. If you do not know your locations alarm code, you will need to ask a manager.

Now that you have learned and understand why we submit facility support requests, and how to submit them, you will be able to provide additional help when any issue arises at the car wash. The more people who can respond to an issue, the quicker we can report and resolve the issue. This increases our operational efficiency and allows us to consistently provide top-quality car washes to our customers.

MAINTAINX-606

Welcome

Welcome to the MaintainX Module. In this module you will learn about the MaintainX software.

Notes and Questions

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

Quiz

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

Why

The purpose of MaintainX is to allow for consistent communication of facility support requests and their corresponding work orders. In this module, we will learn about the MaintainX software and how to navigate MaintainX in order to review and track the progress of facility support requests.

What

The following are the items you will need to access MaintainX:

1. MaintainX
   You will need the MaintainX software and access to credentials to follow up and check the status of requests.
2. Cell Phone, Tablet or Computer
   You will use your phone, tablet or a computer to access the MaintainX dashboard.

Educate

Submitting a facility support request is only the first step of the process to resolve facility issues. Once the request has been submitted, you can access the request in MaintainX. The MaintainX software is used to track all of the facility support requests received throughout the company. This software allows both the stores and the facilities teams to view work orders, both completed and outstanding. MaintainX will also be used for communication regarding the issue. This allows all of the information pertaining to the request to be kept in a singular location that is accessible by everyone who needs it. Because the communication about issues is ongoing, MaintainX should be kept open and checked several times throughout the day. Let’s look at how to navigate and interact with the MaintainX platform.

The Dashboard

Upon logging into MaintainX, you will be taken to the dashboard and the Work Orders page. On this page you can view all of the work order, both completed and in progress. On this page you can view work orders in multiple views; feed view, list view and calendar view. Let’s review each one and how to navigate.

Feed View

The feed view looks similar to an email inbox and will display all open work orders for the company. When you select a work order, the details of the request and the current status will be displayed. You can then navigate through the work order and make comments.

List View

In the list view, the work orders will be laid out in a list with the pertinent information displayed. Once you select a work order, a window will open containing the work order details and current status. The most comprehensive and well-organized view and it is recommended that this view is used anytime you are interacting with MaintainX.

Calendar View

The calendar view will display all work orders on a calendar. At this time, we recommend that this view not be used to interface with MaintainX.

Filtering Work Orders

To make it easier to find particular work orders, including work orders for only your location, you will need to set the filters to the appropriate settings. Let's review each filter and the filter views that should be created for each location.

Creating a Filter

In order to see the most relevant information about your location's work orders, you will want to filter the work orders that are displayed on the screen. Within each filter, you can select which columns of information are shown as well as the order in which the information appears.

To create a filter, perform the following steps:

1. Select the list view option
2. Click on the settings symbol on the top right of the screen
3. When the settings box appears, go to Options and select "Unread First"
4. Select the option to show 200 results per page
5. Go to "Column Options" and order the tabs as follows
    a. Title
    b. Location
    c. ID
    d. Priority
    e. Assigned To
    f. Status
    g. Created On
    h. Updated On
    i. Categories
    j. Due Date
6. Remove any unwanted columns by clicking on the X next to the column option
7. Add any columns that are not already listed using the drop-down menus on the add column option
8. Click apply to save the settings
9. You can then sort the columns based on the information you want to filter by
10. At the top of the screen, click on the Location filter
11. Select your store, or stores, then click out of the selection box
    a. At the store level, you will only be able to view work orders for your store
12. Click on the Status filter
13. Select Open, On Hold and In Progress, then click out of the selection box
14. At the top, right of the screen, click on Save Filters
15. Name your filter when prompted
16. Click Save

When you login to MaintainX in the future, you may need to select your filter each time. To select your filter, do the following:

1. Select the list view option
2. Click on My Filters in the top, right of the screen

3. Select the filter you wish to view

Once you have applied your filter, you can also sort the columns in ascending or descending order alphabetically.

Comments

As work orders progress, new comments and status updates will be added to the work order. When new comments are made, the work order will appear in the inbox with a blue dot next to it. The blue dot indicates an unread message or change in status. To view the comments, click on the work order, scroll to the bottom of the work order.

In addition to viewing comments made by others including comments asking for more information about the issue. The store is responsible for responding to these requests as well as communicating any repairs made at the store level or a vendor, and if the assistance is no longer needed. Additionally, the store will need to communicate when parts have been received.

Now that you have learned about MaintainX, you will be able to provide additional help in communication regarding issues that arise at the car wash. The more people who can communicate about an issue, the quicker we can resolve the issue. This increases our operational efficiency and allows us to consistently provide top-quality car washes to our customers.

MaintainX 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. What are the three view options on the MaintainX dashboard? (Check all that apply)
   a. **List view**
   b. **Calendar view**
   c. Daily view
   d. **Feed view**
   e. Store view
2. Which of the follow are used for the created filter? (Check all that apply)
   a. **Location**
   b. **Status**
   c. Schedule
   d. **Updated On**
3. The MaintainX software is used to track all of the ________________________ received throughout the company.
   a. Completed repairs
   b. **Facility support requests**
   c. Customer complaints
   d. None of the above
4. Which view is the most ideal?
   a. **List view**
   b. Feed view
   c. Calendar View
   d. Store View
   e. All of the above
5. The more people who can communicate about an issue, ___________________ ____.
   a. **The quicker we can resolve the issue**
   b. The easier it is to fix
   c. The more people will know about it
   d. The better the repair job
6. If a maintenance issue is resolved at the store level, what should be done next?
   a. **Put a note in the comments that work order was resolved**
   b. Notify someone in facilities that the issue is resolved
   c. Notify your Area Director
   d. Nothing, the software knows the repair was completed

7. Which of the follow are not used for the created filter? (Check all that apply)
    a. Status
    b. Schedule
    c. Location
    d. Description
    e. Updated On
    f. ID
8. Calendar view is best for viewing work orders.
    a. True
    b. False
9. You can access MaintainX using a phone, tablet or computer?
    a. True
    b. False
10. You don't need to save your filter in order to use it again in the future.
    a. True
    b. False

MaintainX Demonstration

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

Once the team member has passed the quiz, ask the team member if they have any questions and provide the answers. Once all questions have been answered, go to the MaintainX dashboard, review the different views, create a filter, and view comments and work orders. Ask if the team member has any questions and provide the answers. Then, proceed to the Perform & Coach step.

MaintainX Perform & Coach

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

Have the team member go to the MaintainX dashboard and switch between the different views, create a filter, and view comments and work orders. Provide any coaching as necessary and answer any questions the team member has. As facility issues arise and facility support requests are submitted, the team member will need to participate in the communication process on MaintainX.

Once the team member demonstrates the ability to perform the procedure correctly, they are ready for development sign-off. Upon sign-off, the team member can begin actively participating in MaintainX anytime needed.

TunnelWatch Hardware Overview

WhiteWater Express Car Wash • 11/30/2023

Goals for This Training

1. Familiarize operations with the various components of TunnelWatch/TCS system
2. Educate basic troubleshooting steps for each piece of equipment
3. Identify normal operation conditions and settings for each piece of hardware

TunnelWatch Control Station (TCS v.2)

TunnelWatch Control Station (TCS) V.2

The standard control station that operates the tunnel functions at most of our locations.

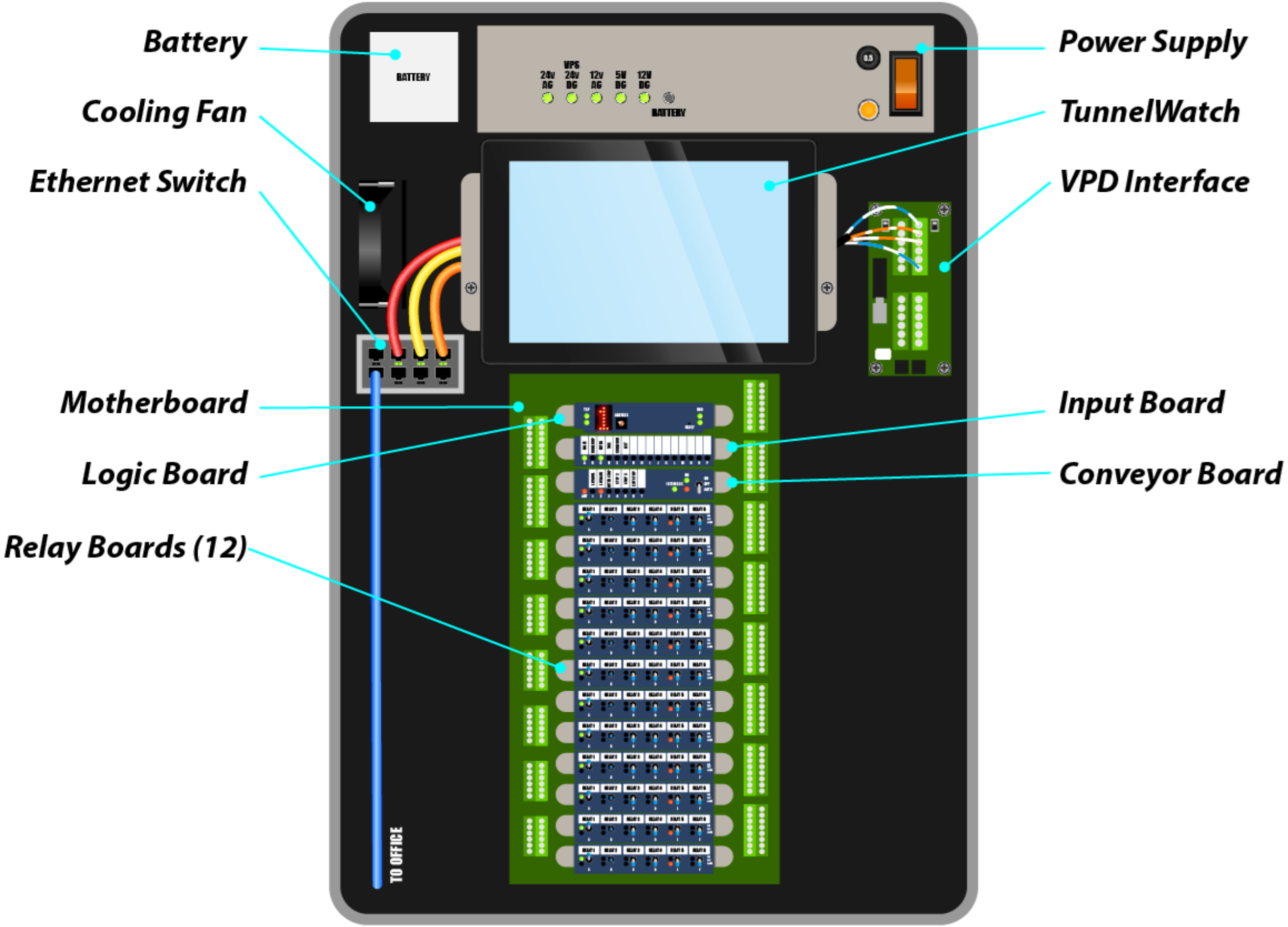
TCS Cabinet

- Mounted on the MCC door
- Houses the TunnelWatch computer and all tunnel control boards

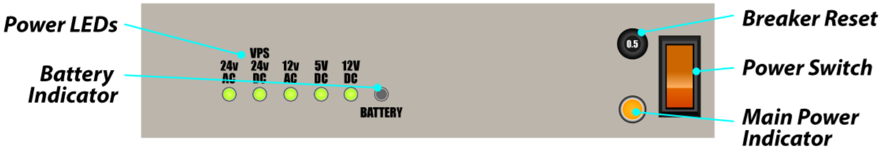
Caution

Awareness of low voltage electricity, use caution when working inside the cabinet.

The TCS Cabinet



TCS Power Supply (TW00235)



TCS 2 Power Supply

TCS Power Supply (TW00235)

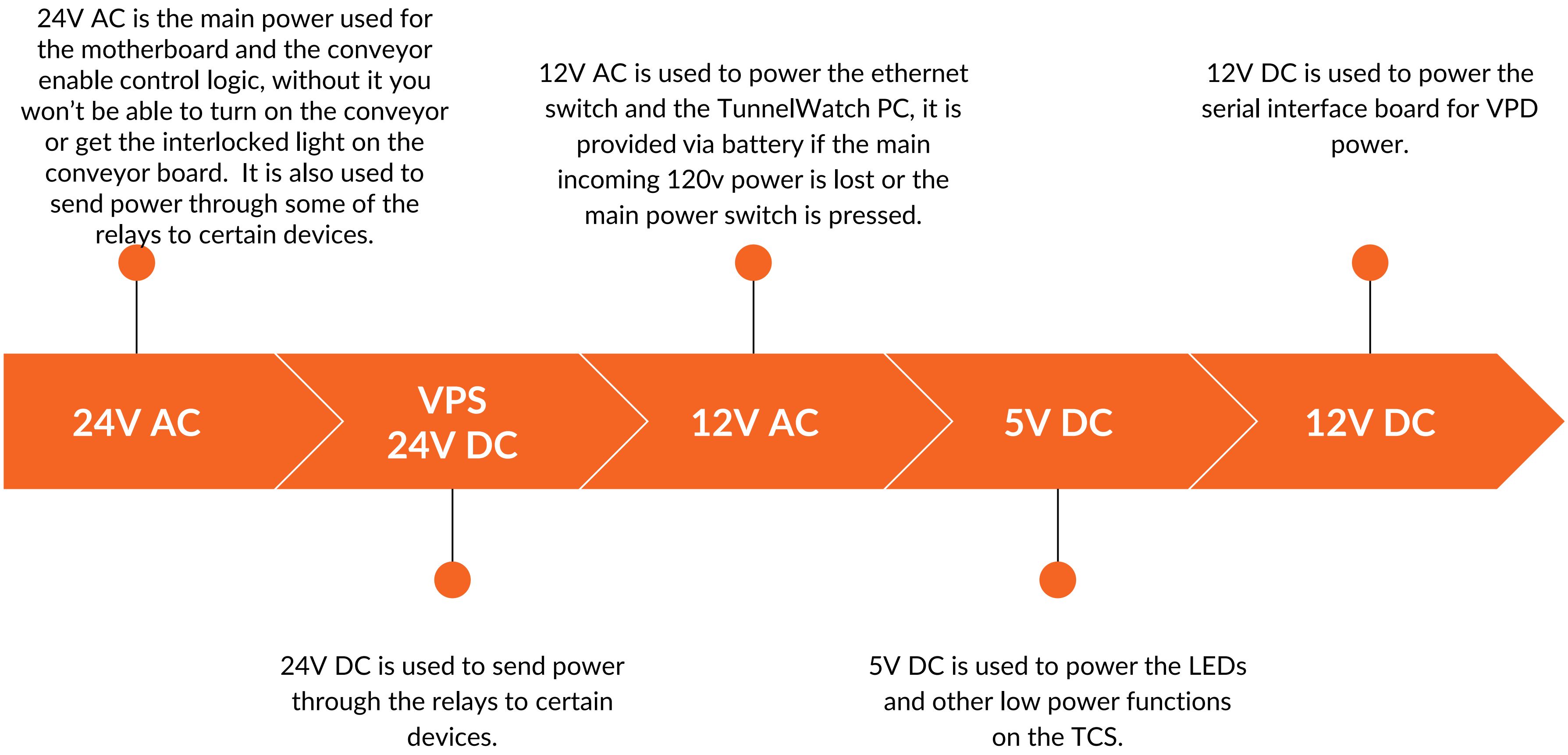
The power supply is located in the top of the cabinet and controls all power delivered to the various components of the TCS.

Features

- 6 power indicating LEDs
- Main power switch
- An inline breaker with reset

Troubleshooting Tips

Most temporary issues with TunnelWatch can be resolved by cycling power via the main power switch. When turning off power always keep the power off for a full 60 seconds before turning back on. Additionally, make sure main power is off before removing any boards from the TCS.



TCS Power Types

TCS Logic Board (TW00220)

TCS Logic Board (TW00220)

The top slot of the the TCS is reserved for the logic board, it is the brains of the TCS and delivers the information from TunnelWatch to the TCS and vice versa.

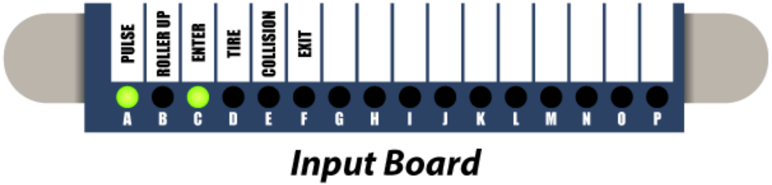
Features

- Ethernet and TCS communication indicators
- 'Address' LED indicating TCS number
- Address set switch

Troubleshooting Tips

If the Address indicator shows a W (watchdog), E (error) or number other than the expected address (1 or 2 depending on which TCS) a power cycle is advised.

TCS Input Board (TW00215)



TCS Input Board (TW00215)

The second slot of the main board is the Input Board, labeled A-P, this board monitors the various inputs into TunnelWatch and should be lit when an input is active.

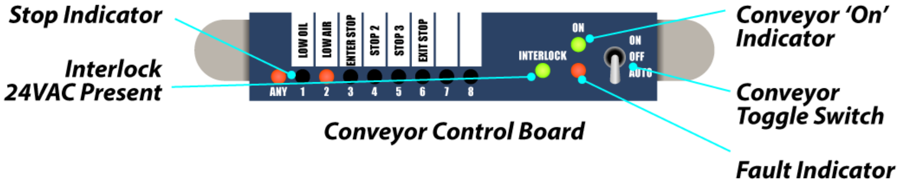
Features

- 16 inputs for monitoring
- LEDs indicating on/off of individual inputs

Troubleshooting Tips

If input lights do not light or stay lit, typically the monitored device is at fault, however a quick power cycle of the TCS main power and a board remove/reseat can be warranted.

TCS Conveyor Board (TW00225)



TCS Conveyor Board (TW00225)

The third slot on the TCS is the Conveyor Control Board, it encompasses the status of the conveyor power circuit and the monitoring of the stop circuit.

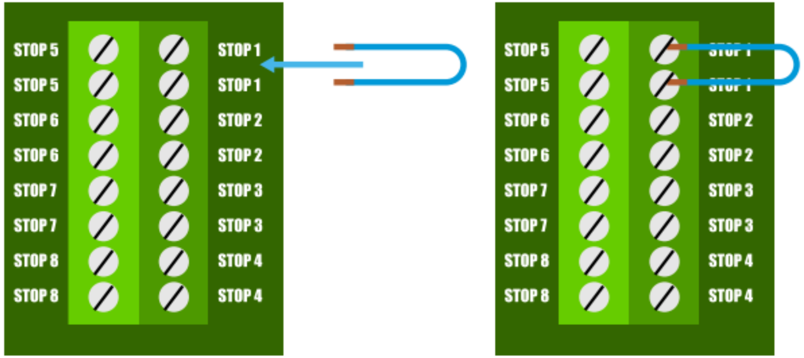
Features

- 8 stop circuit monitor LEDs
- 3 way toggle for Conveyor operation
- Interlocking/24V power indicator

Troubleshooting Tips

If any stop lights are lit the conveyor cannot be turned on, once all stop lights are out cycle the start button to turn the 'interlock' (aka conveyor enable) power back on. The conveyor should be kept in the automatic position.

Start Circuit Troubleshooting



Touch the Jumper Wire to the Pair of Stop Contacts

Issues with Start Circuit Power

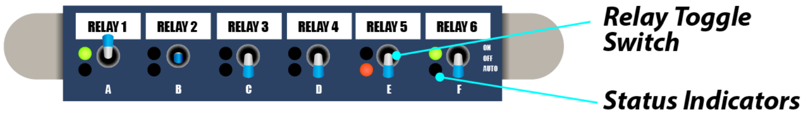
Now and then a stop is shorting the start circuit power but it is not indicated by a triggered stop light. To troubleshoot which stop is the cause we must 'jump' sections of the stop circuit to bypass the offending stop.

With the help of an IT technician, find a small paper clip or expose two ends of a small piece of wire to create a jumper wire. Systematically place the ends of the wire on 'STOP1' terminals as shown in the image to see if the interlock light lights. If not continue this process through all 8 stops until the problem causing stop is identified.

Tools required

- Small flat head screwdriver
- An exposed wire or paper clip

TCS Relay Board (TW00210)



Relay Board

TCS Relay Board (TW00210)

The final 12 slots of the TCS are reserved for the Relay Boards. Each relay board houses toggle switches for 6 functions labelled A-F.

Features

- 6 toggle switches with LED indicators
- Swappable to other slots in the bottom 12 rows
- Each board has replaceable fuses

Troubleshooting Tips

Normal operation sets the toggle switches to the automatic position, you can override a device to be on/off by toggling the switch for that relay.

Other TCS Components

In addition to the parts we already covered, a few other components reside in the TCS.

Miscellaneous Components

- Low voltage cabinet cooling fan
- 8 port ethernet switch
- TCS Motherboard
- TunnelWatch PC
- TunnelWatch PC Battery
- Serial interface board (VPD)

TunnelWatch Self-Test

Fill out and submit the cognito form located here:

- https://www.cognitoforms.com/WhiteWaterCarWash1/TunnelWatchAdvancedClassQuiz

Tunnel Controller 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. What is the primary function of the TunnelWatch Control Station (TCS) V.2?
   a. To manage customer payments
   b. To control tunnel functions and monitor tunnel control boards
   c. To provide internet access to customers
   d. To print customer receipts
2. What should you do if the TunnelWatch Control Station (TCS) displays a watchdog (W) or error (E) on the address indicator?
   a. Replace the logic board
   b. Contact technical support immediately
   c. Perform a power cycle
   d. Reset the Ethernet switch
3. Which component is responsible for powering the LEDs and other low power functions on the TCS?
   a. 24V AC
   b. 12V DC
   c. 5V DC
   d. 24V DC
4. What troubleshooting step is recommended if input lights on the TCS Input Board do not light or stay lit?
   a. Replace the input board
   b. Check the monitored device and perform a power cycle
   c. Contact an electrician
   d. Restart the TunnelWatch PC
5. What tool is recommended for troubleshooting issues with the start circuit power that are not indicated by a triggered stop light?
   a. A multimeter
   b. An exposed wire or paper clip
   c. A power drill
   d. A soldering iron

PAY STATION HARDWARE (DRB)-608

Welcome

Welcome to the Pay Station Equipment Module. In this module, you will learn about pay stations and their components.

Notes and Questions

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

Quiz

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

Why

This module will educate team members about the components of the pay stations, enabling them to communicate clearly when issues are observed. This allows them to resolve issues quickly, limiting the impact on our customers.

What

The following are the items you will need for the pay station equipment module:

1. Pay Station
2. A list of pay station components

Educate

A pay station is a self-service kiosk designed to streamline and automate customer transactions at car washes. The pay stations are key in car wash operations so any issues or downtime will negatively impact customer experience and speed of service. To help resolve issues quickly, we all must know the pay station components and their functions. The following is a list of the main components of a pay station

Touchscreen Display

An interactive display for customers to select services, make payments, and receive instructions.

Receipt Printer

Print receipts for customers after transactions. It requires regular paper replacement.

Card Reader

A magnetic stripe and EMV chip card reader for processing credit and debit card payments.

Barcode Scanner

Scans barcodes from coupons and.

Cash Acceptor

Accepts cash payments and provides change if equipped with a cash dispenser.

Receipt Paper Storage

Compartment for storing receipt paper rolls.

Internal Computer

Manages all terminal operations, transactions, and car wash management system interfaces.

Communication Module

Connects the XPT to the central system for real-time transaction processing and data management.

Security Features

Locks and anti-tampering mechanisms to secure the terminal and its components.

Power Supply

Provides power to all terminal components. Often includes a battery backup for power outages.

External Housing

A durable, weather-resistant enclosure that protects the internal components from environmental elements.

Maintenance Access Points

Doors and panels for authorized personnel to perform maintenance, repairs, and paper replacement.

Audio System

Speakers for audible instructions and feedback to the user.

Network Connectivity

Ethernet or wireless modules to ensure the terminal is connected to the car wash's network and backend systems.

Conclusion

Understanding the components and functions of pay stations is crucial for maintaining efficient car wash operations. Identifying and communicating issues with pay stations effectively ensures quick resolution and minimizes any negative impact on customer experience. By familiarizing ourselves with these components, we can better manage and troubleshoot the pay stations, ultimately providing our customers a smoother and more reliable service.

Pay Station Hardware (DRB) Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must 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 a pay station at a car wash?
    a. To entertain customers while they wait
    b. To automate and streamline customer transactions
    c. To provide information about car wash packages
    d. To manage the car wash staff schedule
2. Which component of a pay station is responsible for processing credit and debit card payments?
    a. Touchscreen Display
    b. Barcode Scanner
    c. Card Reader
    d. Cash Acceptor
3. What is the function of the Communication Module in a pay station?
    a. Provides power to terminal components
    b. Connects the terminal to the central system for real-time processing
    c. Accepts cash payments
    d. Displays interactive instructions
4. Which of the following is a security feature of a pay station?
    a. Barcode Scanner
    b. Anti-tampering mechanisms
    c. Touchscreen Display
    d. Audio System
5. What ensures the pay station remains connected to the car wash's network and backend systems?
    a. External Housing
    b. Receipt Printer
    c. Network Connectivity

Pay Station Hardware (DRB) 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 team member has passed the quiz, ask if they have any questions and provide the answers. Next, go to a pay station and, without commentary or interruption, in real-time, show the team member where each component is located on the pay station and review its function. After the demonstration, review any team member questions and give the **Pay Station Hardware Handout** to the team member.

Pay Station Hardware (DRB) 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 where each component is located on the pay station and its function without commentary or interruption and in real time. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered after 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 members can consistently perform the tasks and procedures correctly, they are ready for development sign-off.

Pay Station Hardware (DRB) Handout

The following is a list of the main components of a pay station

Touchscreen Display

An interactive display for customers to select services, make payments, and receive instructions.

Receipt Printer

Print receipts for customers after transactions. It requires regular paper replacement.

Card Reader

A magnetic stripe and EMV chip card reader for processing credit and debit card payments.

Barcode Scanner

Scans barcodes from coupons and.

Cash Acceptor

Accepts cash payments and provides change if equipped with a cash dispenser.

Receipt Paper Storage

Compartment for storing receipt paper rolls.

Internal Computer

Manages all terminal operations, transactions, and car wash management system interfaces.

Communication Module

Connects the XPT to the central system for real-time transaction processing and data management.

Security Features

Locks and anti-tampering mechanisms to secure the terminal and its components.

Power Supply

Provides power to all terminal components. Often includes a battery backup for power outages.

External Housing

A durable, weather-resistant enclosure that protects the internal components from environmental elements.

Maintenance Access Points

Doors and panels for authorized personnel to perform maintenance, repairs, and paper replacement.

Audio System

Speakers for audible instructions and feedback to the user.

Network Connectivity

Ethernet or wireless modules to ensure the terminal is connected to the car wash's network and backend systems.

PAY STATION TROUBLESHOOTING (DRB)-609

Welcome

Welcome to the Pay Station Troubleshooting Module. This module will teach you the skills needed to troubleshoot common issues with the pay stations.

Notes and Questions

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

Quiz

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

Why

The pay stations are key in car wash operations, so any issues or downtime will negatively impact customer experience and speed of service. By being knowledgeable about the pay station hardware, diagnosing the cause of issues and making the appropriate adjustments, we will enable our customers to proceed quickly through the wash anytime they visit.

What

The following are the items needed to complete pay station troubleshooting:

1. Pay Station
2. XPT Keys & Wrench
3. Receipt Paper

Educate

Periodically, we will experience issues with our pay stations that must be quickly diagnosed and resolved. By learning to identify and resolve common issues with the pay stations we can better ensure smooth and efficient operations at the site. The following are the common issues encountered at the pay station and the troubleshooting steps for each one.

Pay Station Displays Red Screen with "Out of Service" Message

1. Check Term Status
    - Verify the status at one of the terminals.
    - If the status indicates “Paper Out,” open the main door and replace the receipt printer paper. Check for a paper jam.
2. Device Errors
    - For issues related to the “Mag Card Reader” or “Scanner,” unplug and replug the USB cables on the carrier board. Reboot or hard reset the pay station if necessary.

Pay Station Not Processing Memberships Correctly

1. Enter Maintenance Mode
    - Hold down the HELP button and select Maintenance Mode.
    - Enter your employee number or scan your badge.
2. Enable and Test Hardware
    - Select the desired button to test. The status should read “OK.”

- If not, begin troubleshooting, which may involve enabling and disabling devices to reset them.

Barcode Reader Malfunction

Power Cycle the Pay Station

- Use the large power switch at the bottom right of the XPT against the enclosure's back wall to power cycle.
- If the issue persists, the reader may be faulty, and a Facility Support Request must be submitted.

RFID Reader Not Reading Membership Stickers

Check RFID Reader

- Enter the “Main Status Screen” by removing the top barrel lock and entering your employee number and password or holding down the hidden button next to the “Help” button.
- Ensure the reader is enabled and test the hardware. It should read “OK.”

Conclusion

In conclusion, mastering the skills to troubleshoot common issues with pay stations is essential. Pay stations are crucial for customer interactions and the speed of service, so any downtime can significantly impact customer satisfaction. By understanding the hardware, diagnosing problems, and making necessary adjustments, you can ensure that customers experience minimal delays and optimal service. Equipped with the right tools and knowledge, you can quickly, and this proactive approach not only improves customer experience but also enhances our car wash systems' overall efficiency and reliability.

Pay Station Troubleshooting (DRB) Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must 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 should you do if the pay station displays a red screen with an "Out of Service" message?
    a. Check the weather
    b. Verify terminal status and check for paper jams
    c. Call the customer
    d. Restart the car wash system
2. If the pay station status indicates "Paper Out," what is the next step?
    a. Replace the receipt printer paper and check for paper jams
    b. Unplug the pay station
    c. Replace the entire pay station
    d. Ignore the message and continue operations
3. What should you do if the pay station is not processing memberships correctly?
    a. Enter Maintenance Mode and test hardware
    b. Call the membership support line
    c. Replace the RFID reader
    d. Shut down the pay station
4. How can you access the “Main Status Screen” to check the RFID reader?
    a. By holding down the hidden button next to the “Help” button
    b. By opening the pay station's back panel
    c. By scanning a maintenance badge
    d. By pressing the start button
5. What should the status read when the RFID reader is functioning correctly?
    a. Error
    b. OK
    c. Reset
    d. Maintenance
6. Why is mastering pay station troubleshooting skills essential?
    a. To increase sales
    b. To ensure minimal downtime and optimal customer service
    c. To reduce the need for employees
    d. To make the pay station more attractive

Pay Station Troubleshooting (DRB) 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 completing the pay station troubleshooting are located and how to operate each one successfully. Then, without commentary or interruption, and in real-time, demonstrate completing the various troubleshooting tasks discussed in the module.

After the demonstration, review the process and any team member questions. Then, give the team member the **Pay Station Troubleshooting (DRB) Handout** and answer any additional questions.

Pay Station Troubleshooting (DRB) 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 complete the various troubleshooting tasks discussed in the module. During the performance, observe steps performed correctly and incorrectly so that accurate coaching may be delivered after 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 can consistently perform the tasks and procedures correctly, they are ready for development sign-off.

Pay Station Troubleshooting (DRB) Handout

The following are the common issues encountered at the pay station and the troubleshooting steps for each one.

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   - Select the desired button to test. The status should read "OK."
   - If not, begin troubleshooting, which may involve enabling and disabling devices to reset them.

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