



Phone Screening Script

1. Introduction (1 minute)

*Hi [Candidate's Name], this is [Your Name] calling from Whitewater Express Car Wash. Is now a good time to talk?
(If yes, proceed. If not, reschedule.)*

Great! I am a [Title] here at [Company]. Thank you for applying to the [Job Title] position. This will be a brief 15–20 minute phone screen to get to know you a bit better, share more about the role, and answer any initial questions you may have. Does that sound good?

2. Role & Company Overview (3-4 minutes)

Let me give you a quick overview of the position and our company:

Summary of Whitewater: *WhiteWater Express was founded in 2016 with our first car wash opening in Tomball, Texas. Today we have over 130 locations and over 1300 employees throughout Texas, Oklahoma, Louisiana, Ohio, Kentucky, and Michigan - and growing. We strive to provide a 5-Star customer and employee experience.*

Team & Key responsibilities:

The [Job Title] role reports to the [Manager Title] and works closely with [Departments/Teams]. It's a mix of [e.g., customer interaction, technical work, sales, etc.], and we're looking for someone who has experience in [list key traits/skills].

****Particularly for Ops and Maintenance roles include that we work in the elements e.g. extreme heat and extreme cold. Ask if they are comfortable/ have any experience with this type of work.****

Location:

This position is based at our [Store/Office] located at [Address or General Location (e.g., Coldwater, MI, or 106 Vintage Park Blvd. Houston, TX)].

Hours of Operation:

Our typical hours of operation are [e.g., Monday through Friday, 8:00 AM – 6:00 PM, and weekends for rotating shifts if applicable].

This position may require [specific shift, weekend availability, or on-call rotations, if any]. Are you comfortable with those hours?

3. Candidate Background (5 minutes)

Let's talk a bit about your background:

- Can you walk me through your recent experience and how it relates to this position?
- What drew you to apply for this role at WhiteWater?
- What are you looking for in your next opportunity?

4. Logistics (2–3 minutes)

- Are you currently working? If yes, what's your notice period?
- What are your compensation expectations?
- Are you comfortable with [any role-specific expectations, such as weekends, travel, remote work, etc.]?

5. Next Steps & Closing (1–2 minutes)

Thanks so much for taking the time to speak with me today!

Do you have any questions for me before we wrap up?

We'll follow up with you within 48 business hours to let you know if this will be the last step in the process for you or if you have been selected for an on-site interview. (Business Hours are Monday- Friday 8:00am-5:00PM CST)

Thanks again, and have a great day!