

Shift Manager Training Guide

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Purpose: As a Shift Manager with Thoroughbred Express, it is expected that you can handle all routine business functions that are required at the location without the Assistant Manager or Site Manager being present for the duration of your shift (Please see the full Job Description posted at the very end of this document). Many times, you will work alongside one of these two higher positions throughout the week and when this happens you are responsible for helping either of the positions with the smooth operation of the business. Just because one of these other positions are there with you on the location doesn't mean that you aren't still responsible for duties that fall within your job description.

Eligibility: An employee is eligible to enter the Shift Manager Training Program if they have completed the following:

- 10-Day CSA Training
- Completed 60 Days of Employment
- Have no infractions on their record higher than a coaching form within the last 60 days.

Description: The Shift Manager Training Guide is a 3-week training period followed by 2 days of evaluation and certification checkoffs done by the District Manager or Operations Support Liaison. During the 3 weeks leading up to the evaluations, it is the responsibility of the Site Manager & the Assistant Manager to prepare the trainees for their evaluation and certification check offs. If they are unable to complete all required certification checkoffs or quizzes at the passing rate, then the training period will be extended by one week and they will have to retry certification checkoffs &/or failed quizzes the following week. If there is no improvement within 3 weeks or the evaluator feels as though it is not being taken seriously at any point in the training process, then the trainee can be taken off the training program and placed back on the CSA role.

Quizzes: The quizzes are found on the second page of this document and should be printed out and handed to the Shift Manager in training at the beginning of their 3-week training period by the Site Manager so they can seek out answers in preparation for when they take it after the 3-week period. To pass, they must achieve a score of 90% or higher on EACH quiz.

Completion of Program:

Program will be considered completed when all related quizzes, exams, & certifications have been submitted via the portal and graded by the central office. The review/approval process could take up to 2-3 business days. Once approved, HR will reach out via email to confirm and send documents via ADP for signature. Pay changes & official title changes will occur starting on a new pay week on the week following when it was approved.

Evaluation Schedule (After 3-week training period) + Links & Documents

Even though things are due on certain days of the week, if you are certifying someone as a Shift Leader your store will potentially end up doing the weekly admin functions earlier or later than normal. This is an adjustment you will need to make and keep in mind, so we don't do things more than once that week. The following week it will go back to normal.

Evaluations & official certifications will occur on **Monday's and Tuesday's** following the 3-week training program. Please allow for the Shift Manager to be with the DM or Operations Support Liason for 2-3 hours in the morning each day and staff accordingly so the wash can still run without having to pull them away.

EVALUATION LINK: <https://docs.google.com/spreadsheets/d/1qDNBrGfK5mxmJWvTYl6ll6r8XUwqHqxb-nfMdZuKpY/edit?usp=sharing>

Monday

6:30 AM – Opening Certification Day 1

7:15 AM – Chemical Inventory Certification

7:45 AM – Safety Incident Report Certification

8:00 AM – Site Inventory Certification

8:15 AM - Handbook Quiz

Tuesday

6:00 AM – Opening Certification Day 2

6:30 AM - SPS Cash Audit Certification

7:15 AM - Quizzes: Tunnel Applicator (Basic), Tunnel Equipment (Basic), Equipment Room (Basic), Shift Manager Final Quiz

- Opening Certification (DM Approved)
 - <https://docs.google.com/document/d/16UG8PuaBUjULlLlenCQpVIDUdmsouX8tdoyeSwF2QUg/edit?usp=sharing>
- Chemical Inventory Certification (DM Approved)
 - https://docs.google.com/document/d/1oQ9wGnwNG1efkmy_qzNSltq4pgwGv8i23oGaaekd6e8/edit?usp=sharing
- RO Check Certification
 - https://docs.google.com/document/d/1pJP3249_QN4TviyYRdRzUgeFcFvJdDzd8BFLTs9FgOM/edit?usp=sharing
- SPS Cash Audit Certification
 - <https://docs.google.com/document/d/1HYsM8T3dY1LTVI1-BD6c0n0p7x46hLLu0i6iUA6ApMU/edit?usp=sharing>

Quizzes:

Tunnel Applicator: <https://docs.google.com/document/d/1DvYTDnG0hzmPYhy6jpi-VOPcFDhS1v6FaGTCpj-Ek/edit?usp=sharing>

Tunnel Equipment: https://docs.google.com/document/d/1JTOw5-59usWJs3_V5quO4cJx6FCowb8sN2CBBa_iAO8/edit?usp=sharing

Equipment Room: https://docs.google.com/document/d/1JLpyhJ9qsiQLQjOWT-v08DOSE8GSuol_uKfV/SbDY1ues/edit?usp=sharing

Handbook Quiz: <https://docs.google.com/document/d/1EmjJ0JhGWzQnB4GKT8LixO9CMnxt5MrFYd31btFMMCY/edit?usp=sharing>

Shift Manager Final Quiz: https://docs.google.com/document/d/17CVKE_Y8XqQChD1o2H0BJDuvcGuEzDO_cRtXqDaV9K0/edit?usp=sharing

SHIFT MANAGER POSITION REQUIREMENTS

Work Integrity

As the Shift Manager it is pertinent that when you are running a shift that you do so within Thoroughbred's standards, expectations, & CORE values. Our team and our customers rely on YOU to ensure that our patrons are taken care of and get what they are paying for. This includes pleasant experiences and interactions, quality clean vehicles, and resources or amenities to stay stocked up for customers in the parking lot.

You will need to understand the Handbook and all contents within. There will be a short handbook quiz that you will take prior to being fully certified.

As a Shift Manager, you can issue coaching forms to CSA's when correcting behavior, but anything beyond that must be brought to the attention of the ASM and/or SM.

Safety

As the Shift Manager you are responsible for the safety of ALL individuals on the property while you are running your shift. This goes for both the employees on or off the clock and the customers on property as well. We are talking about both physical safety and the safety of personal property as well (customer vehicles). You are to enforce all Thoroughbred Express safety guidelines.

******Safety Reminder - Thoroughbred Express requires there to be AT LEAST 2 employees on site before we operate the equipment. This will be covered later in the training guide but keep in mind that you are to not perform any functions in the tunnel until the 2nd opener arrives. ******

Managing Labor

As an opening shift manager, it is your responsibility to plan your labor strategy first thing in the morning based on the weather. Each week there is a schedule put forth by the Site Manager at your location that gives you your starting point for each day. The schedule is made based on a budget but follows the assumption that the weather will be good each day because we would rather prepare for being busy than underestimating labor needs for each day.

Before opening you will write the schedule on the **Daily Labor Board** and go ahead and plan when employees can expect to take their lunches. This is subject to change based on business volume and weather, but this is a good starting point and ensures efficient & fluid rotation of individuals on and off the clock while ensuring that we keep enough people staff to fulfill our service standards.

Employee Lunches - Any employee scheduled to work 5.5 hours, or more is required to take a 30-minute lunch break. If they are scheduled to work 8 hours, they need to take their lunch between their 3rd and 5th hours at work.

Rest Breaks – Each employee is eligible for a paid 10-minute break for each 4 hours worked. If they are scheduled for an 8-hour shift, they will be allowed 1 unpaid 30 minute lunch and 2 paid 10 minute breaks (on-site)

Adjusting for Weather

When it comes to inclement weather, you will need to adjust from time to time so that we don't end up with too many people "on the clock". Any schedule adjustments **MUST** be communicated with those being affected by any schedule changes and with management, so they know what changes are being made to the daily schedule. It is important that you look in SLACK each morning so you can see if any communications have been made by site or district managers regarding what your labor strategy will be for the day. Some days they may advise you to strictly run with 2 people, some days they may advise that we are only going to be open to a certain time due to incoming weather, etc.

Definitions To Know

Split Shift - A split shift is when you manipulate the original schedule in a way that keeps a minimum of two employees on the clock with reduced work schedule (instead of 8 hours originally scheduled they will be scheduled for 4-6) and being replaced by two more employee's mid-day who will work similar amounts of hours.

Standby- This is a daily work status given to people who are scheduled for the day that may or may not need to come in due to weather or low volume. A person should only be put on standby for periods of 2 hours, after that a final decision must be made for them to stay home or come in.

Push Backs – This occurs when you decide to push someone back to a different time than they were normally scheduled due to weather or low volume. You should not push someone back more than 4 hours for an 8-hour shift or more than 2 hours for a 4-hour shift.

Call-OFF – *This occurs when you decide to call someone off for the day due to weather or low volume. Call-OFFs must occur within the first half of someone's scheduled shift.*

Understanding Trends & Shift Templates

Before you can make any scheduling adjustments, it is important that you understand the volume trends at your location and how Thoroughbred plans for staffing on the schedule. It will be important for you to know what the ideal number of employees is scheduled for each day and how we want to spread them out, so we have an efficient schedule while still living up to our service standards.

Fall/Winter					
Sunday (Open 9-5pm)		Mon-Thurs		Friday & Saturday	
Opening Key Holder	8:30 - 4:30pm	Opening Key Holder	6:30am-3:00pm	Opening Key Holder	6:30am-3:00pm
Opener	8:30 - 4:30pm	Opener	6:30am-3:00pm	Opener	6:30am-3:00pm
Mid Shift/Closer	10:30 - 5:30pm	Mid Shift	9:00am-5:30pm	Mid Shift	8:00am-5:30pm
Closer	12:00 - 5:30pm	Mid Shift/Closer	10:30am-6:30pm	Mid Shift/Closer	10:30am-6:30pm
		Closer	3:00pm-6:30pm	Closer	12:00pm-6:30pm

Spring/Summer					
Sunday		Mon-Thurs		Friday & Saturday	
Opening Key Holder	8:30 - 4:30pm	Opening Key Holder	6:30am-3:00pm	Opening Key Holder	6:30am-3:00pm
Opener	8:30 - 4:30pm	Opener	6:30am-3:00pm	Opener	6:30am-3:00pm
Mid Shift/Closer	10:30 - 5:30pm	Mid Shift	9:00am-5:30pm	Mid Shift	8:00am-5:30pm
Closer	12:00 - 5:30pm	Mid Shift	11:00am-7:00pm	Mid Shift	10:30am-7:00pm
		Closer	4:00pm-8:30pm	Closer	12:00pm-8:30pm
		Closer	4:00pm-8:30pm	Closer	3:00pm-8:30pm

Store staffing strategies can be different and scheduling needs can fluctuate between locations based on different hourly/daily trends for each location. In general, however, you can find posted the average trend or “flow” of volume of a nice day for a mature location (a location that has been open for 6 months or longer).

This will help you visualize how to manage your labor efficiently throughout the day so that we are able to keep up with the increasing volume.

DAILY LABOR BOARD

Daily Schedule *UPDATE Each Night*				Membership Goal	Member count
Name	In	Break	Out	2000	1684 (9/20)
Adriana					Recurring Charges
Cody	6:30	11	3		1,630 (9/28)
Austin	9	1	5		Lot Checked at
Aaron	11	3:30	7:30		
Elijah	6:30	11:30	3		
Jarison					
Eli					
Andre	2	4:30	7:30		
Jacob					

FOLD TOWELS
in dryer BEFORE opening a new sleeve!
- Adriana

Quote of the Day

- Clean Onix Filter's as needed.
 - Make sure opening/closing check. Lots are being done.
 - Empty trash in office/Lobby as needed.
 - Empty Equipment Room Trash Can if you fill it up.

This is something that needs to be completed each morning and adjusted as things are changed throughout the day. This is important especially during your training process to help you visualize your day and changes that may need to be made. It is also the central location other employees can see when they will be able to take their break and other changes as they happen throughout the day.

Example of Daily Labor Management Strategies

Sunday: Good Weather Day

SUNDAY	In	Lunch	Out
Employee 1	8:30	12:00	4:30
Employee 2	8:30	12:30	4:30
Employee 3	10:30	3:00	5:30
Employee 4	12:00	4:00	5:30

Sunday: Poor Weather Day

SUNDAY	In	Lunch	Out
Employee 1	8:30	-	1:30
Employee 2	8:30	-	1:30
Employee 3	1:30	-	5:30
Employee 4	1:30	-	5:30

*Notice Above Is A Split Shift

Weekday (FALL/WINTER) : Good Weather Day

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	9:00	1:00	5:30
Employee 4	10:30	2:30	6:30
Employee 5	3:00	-	6:30

Weekday (FALL/WINTER): Poor Weather In AM

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	11:00	2:30	5:30
Employee 4	2:00	-	6:30
Employee 5	Standby	Standby	Standby

Weekday (FALL/WINTER): Poor Weather In PM

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	9:00	1:00	5:30
Employee 4	Standby	Standby	Standby
Employee 5	Standby	Standby	Standby

Weekday (FALL/WINTER): Poor Weather All Day

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	11:00
Employee 2	6:30	-	11:00
Employee 3	11:00	1:00	3:30
Employee 4	11:00	3:00	6:30
Employee 5	3:00	-	6:30

Weekday (Spring/Summer): Good Weather Day

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:00	3:00
Employee 2	6:30	10:30	3:00
Employee 3	9:00	1:30	5:30
Employee 4	11:00	2:30	7:00
Employee 5	4:00	-	8:30
Employee 6	4:00	-	8:30

Weekday (Spring/Summer): Poor Weather AM

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	11:00
Employee 2	6:30	10:30	3:00
Employee 3	10:30	2:00	5:30
Employee 4	11:00	2:30	7:00
Employee 5	4:00	-	8:30
Employee 6	4:00	-	8:30

Weekday (Spring/Summer): Poor Weather PM

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	9:00	11:00
Employee 2	6:30	9:30	3:00
Employee 3	9:00	1:00	5:30
Employee 4	11:00	2:30	7:00
Employee 5	Standby	Standby	Standby
Employee 6	Standby	Standby	Standby

Weekday (Spring/Summer): Poor Weather All Day

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	11:30
Employee 2	6:30	-	11 :30
Employee 3	11:30	-	4:30
Employee 4	11:30	4:00	8:30
Employee 5	4:00	-	8:30
Employee 6	Standby	Standby	Standby

Weekend (FALL/WINTER) : Good Weather Day

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	8:00	12:00	5:30
Employee 4	10:30	3:00	6:30
Employee 5	12:00	3:30	6:30

Weekend (FALL/WINTER): Poor Weather In AM

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	11:30
Employee 2	6:30	-	11:30
Employee 3	11:30	2:00	5:30
Employee 4	11:30	2:30	6:30
Employee 5	1:30	-	6:30

Weekend (FALL/WINTER): Poor Weather In PM

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	8:00	12:00	5:30
Employee 4	Standby	Standby	Standby
Employee 5	Standby	Standby	Standby

Weekend (FALL/WINTER): Poor Weather All Day

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	10:30	-	2:30
Employee 4	10:30	3:00	6:30
Employee 5	2:30	-	6:30

Weekend (Spring/Summer): Good Weather Day

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	8:00	12:00	5:30
Employee 4	10:30	2:30	7:00
Employee 5	12:00	5:00	8:30
Employee 6	3:00	6:30	8:30

Weekend (Spring/Summer): Poor Weather AM

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	10:30
Employee 2	6:30	-	10:30
Employee 3	10:30	3:00	5:30
Employee 4	10:30	3:30	7:00
Employee 5	12:00	4:00	8:30
Employee 6	3:00	4:30	8:30

Weekend (Spring/Summer): Poor Weather PM

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	10:30	3:00
Employee 2	6:30	11:00	3:00
Employee 3	8:00	12:00	5:30
Employee 4	10:30	2:30	7:00
Employee 5	Standby	Standby	Standby
Employee 6	Standby	Standby	Standby

Weekend (Spring/Summer): Poor Weather All Day

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	10:30
Employee 2	6:30	-	10:30
Employee 3	10:30	-	3:30
Employee 4	10:30	-	3:30
Employee 5	3:30	-	8:30
Employee 6	3:30	-	8:30

3-Week Training Program Details

The Shift Lead training program is 3 weeks long and requires you to understand how to perform all functions that are required during this shift on all different days. This shift falls in the range of 6am-3pm and requires you to be one of the opening employees that gets to the location & preps to open the stores in a way that sets the stage for Thoroughbred Express to be successful for that day. To be promoted to a Shift Manager position you must possess your *Opening Certification, Chemical Inventory Certification, RO Water Check Certification, Office/Tunnel Line Supplies Certification, & SPS Cash Audit Certification*. You must show the continuous ability to perform all opening tasks to 100% completion throughout the training program. You must have such a good understanding of the opening processes that you are able to delegate responsibilities to the other openers at the store with you and be able to follow up and ensure they did all the duties correctly. As a Shift Manager, even if you're not the one who conducted a specific required opening duty, if something is done incorrectly or not at all it still falls on YOU as the Shift Manager and is your responsibility to see it through. This also requires you to train CSA's who have never opened before, in which case you will have to walk them through the opening steps with them and train them following the CSA training guide.

Important Weekly Administrative Tasks Shift Managers Should Know

On top of your routine responsibilities that you are responsible for seeing through to completion as a Morning Shift Manager, there are additional tasks that are due on certain days throughout the week. To be eligible for promotion to Shift Lead, you must know how to complete the following weekly administrative duties & have completed certifications for each.

- Monday - Chemical Inventory Certification
- Tuesday - RO Water Check Certification
- Wednesday - Office Inventory Certification
- Thursday - RO Water Check Certification
- Functions That Vary by Site: SPS Cash Audit Certification

Shift Manager Training Schedule

Week 1: Monday-Thursday & Saturday 6am-3pm (Sunday & Friday OFF)

Week 2: Monday-Thursday & Saturday 6am-3pm (Sunday & Friday OFF)

Week 3: No Schedule Restrictions

Week 4 (Evaluation Week): Monday & Tuesday 6am-3pm (Rest of the week flexible scheduling)

Week 1: Intro To Opening Duties Week

Sunday-OFF

Monday

- Trainee will open with the ASM or the SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
- Chemical Inventory Walkthrough
 - The trainee will shadow the SM or ASM when they perform the chemical inventory.
 - The SM or ASM will explain the difference between offline and online inventory and what unit to measure online chemical inventory in (Gallons). They will also explain to them how they need to round if it isn't on an exact number.
 - They will show them where to locate the chemical inventory form in the portal and how the chemical ordering process works.
 - They will show them where to find the 30-gallon measuring stick and how to use it.
- Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and show you how to perform each function while reading each line out loud. The trainee will simply follow them and listen while the SM or ASM perform each function showing them how to do it.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

Tuesday

- Open With SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
- Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and read it out loud, while the trainee attempts to locate and turn on or carry out the specific duties.
 - The ASM or SM will correct them on the spot or help them complete the function if they are unsure of themselves.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.
- First Attempt RO Water Test
 - The Site Manager will perform the RO water testing function and verbally explain how it is done and why we do it.
 - Trainees will immediately do it right after with the supervision of the Site Manager.

Wednesday

- Open with ASM or SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
- Office/Tunnel Line Supplies Inventory
 - The Site Manager will perform the Office/Tunnel Line supplies inventory while they verbally explain and walk through the duty with the trainee.
 - They will show them where to find each item on site and where to locate the list in the portal.
 - They will explain to them what a par stock is and how to order the items to get them back to normal par stock.
- Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and read it out loud, while the trainee attempts to locate and turn on or carry out the specific duties.
 - The ASM or SM will correct them on the spot or help them complete the function if they are unsure of themselves.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

Thursday

- Open With SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
- Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and read it out loud, while the trainee attempts to locate and turn on or carry out the specific duties.
 - The ASM or SM will correct them on the spot or help them complete the function if they are unsure of themselves.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

- Friday - OFF

Saturday

- Open With SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
- Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and read it out loud, while the trainee attempts to locate and turn on or carry out the specific duties.
 - The ASM or SM will correct them on the spot or help them complete the function if they are unsure of themselves.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

Week 2: Leading Duties With “Safety Net”

Cash Audits fall on different days depending on the location. This must be worked into the training schedule

Sunday-OFF

Monday

- Trainee will open with the ASM or the SM. During this second week, the trainees will be putting what they learned to the test. They will still be there with the support of either the ASM or the SM but both employees can arrive at the normal opening time.
- Chemical Inventory Walkthrough
 - The SM or ASM will shadow the trainee as they do the chemical inventory, helping them along the way if they have questions but allowing them the opportunity to show they remember what they learned the week prior.
 - The trainee needs to explain to the SM or ASM the difference between offline and online inventory and what unit to measure online chemical inventory in (Gallons). They will also explain to them how they need to round if it isn't on an exact number.
 - The trainee will demonstrate they know where to locate the chemical inventory form in the portal and how the chemical ordering process works.
 - They will need to demonstrate they know where to find the 30-gallon measuring stick and how to use it.
- Opening Checklist Walkthrough with ASM or SM
 - During this week, the trainee will need to demonstrate how to open with the SM or ASM shadowing them. Instead of correcting them on the spot, they will allow the trainee to get through the entire process (allowing for potential hiccups due to the trainee not remembering to do something) and then show them at the end where they went wrong and remind them on how to do those processes correctly again.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

Tuesday

- Trainees will open with the SM. During this second week, the trainees will be putting what they learned to the test. They will still be there with the support of the SM but both employees can arrive at the normal opening time.
- Preventative Maintenance Walkthrough
 - Trainees will shadow the Site Manager as they perform duties on preventative maintenance checklist.
 - The Site Manager will show them how to find the preventive maintenance checklist and how to use a grease gun. They will explain verbally what they are doing every step of the way and read items on the checklist out loud.
 - They will explain the difference between weekly and monthly PM's.
 - They will have the trainee help them with any issues they encounter.
- Opening Checklist Walkthrough with ASM or SM
 - During this week, the trainee will need to demonstrate how to open with the SM or ASM shadowing them. Instead of correcting them on the spot, they will allow the trainee to get through the entire process (allowing for potential hiccups due to the trainee not remembering to do something) and then show them at the end where they went wrong and remind them on how to do those processes correctly again.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.
- First Attempt RO Water Test
 - The Site Manager will perform the RO water testing function and verbally explain how it is done and why we do it.
 - Trainees will immediately do it right after with the supervision of the Site Manager.

Wednesday

- Trainees will open with the ASM or the SM. During this second week, the trainees will be putting what they learned to the test. They will still be there with the support of either the ASM or the SM but both employees can arrive at the normal opening time.
- Office/Tunnel Line Supplies Inventory
 - The Site Manager will perform the Office/Tunnel Line supplies inventory while they verbally explain and walk through the duty with the trainee.
 - They will show them where to find each item on site and where to locate the list in the portal.
 - They will explain to them what a par stock is and how to order the items to get them back to normal par stock.
- Opening Checklist Walkthrough with ASM or SM
 - During this week, the trainee will need to demonstrate how to open with the SM or ASM shadowing them. Instead of correcting them on the spot, they will allow the trainee to get through the entire process (allowing for potential hiccups due to the trainee not remembering to do something) and then show them at the end where they went wrong and remind them on how to do those processes correctly again.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

- Thursday
 - Open With SM (Due to this being a training period, you and the manager should arrive on site 30 minutes earlier than usual)
 - Opening Checklist Walkthrough with ASM or SM
 - This will be an extensive walkthrough of ALL opening functions. The ASM or SM will go through each item on the checklist and read it out loud, while the trainee attempts to locate and turn on or carry out the specific duties.
 - The ASM or SM will correct them on the spot or help them complete the function if they are unsure of themselves.
 - Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
 - Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.
 - Conversion Tracking
- Friday - OFF

Saturday

- Trainees will open with the ASM or the SM. During this second week, the trainees will be putting what they learned to the test. They will still be there with the support of either the ASM or the SM but both employees can arrive at the normal opening time.
- Opening Checklist Walkthrough with ASM or SM
 - During this week, the trainee will need to demonstrate how to open with the SM or ASM shadowing them. Instead of correcting them on the spot, they will allow the trainee to get through the entire process (allowing for potential hiccups due to the trainee not remembering to do something) and then show them at the end where they went wrong and remind them on how to do those processes correctly again.
- Labor Board & Managing Labor
 - The ASM or SM will show them how to prepare/adjust the daily schedule & lunches based on the already made weekly schedule. However, this time they will ask the trainee for their input and ask how they would do it. There should be a conversation around what should be done for the day based on all variables and the trainee should write out the agreed upon game plan on the board.
- Rotations & Employee Placement
 - The SM & ASM will act as if they are just a CSA on the schedule and have the trainee direct employees on where they will be (sales, passenger side, drivers' side, etc.), coaching them if they seem to be making a questionable decision.
 - The trainee will ensure that the proposed daily labor schedule is followed, sending people to lunch and rotating people in and out of their required 10-minute breaks.

Week 3: Showcasing Ability to Perform All Required Functions

This is the final week of preparation for the evaluation days in the following week.

Apart from the Cash Audit and PM's (must schedule trainees to perform these duties for repetition and practice), the site manager has freedom to schedule them however they see fit to work on the items they need help with the most.

It would be wise to focus on reviewing the content that will be presented on the quizzes. They may take the quizzes for practice and the site manager can grade it and go over with them what they may have missed. This will not count for "passing" until they finally take it the following week with the DM or Operations Support Liaison.

Job Description

- Focus on providing a positive customer experience.
- Carry out daily duties that ensure effective operation of a car wash facility in partnership with peers and site management.
- Greet customers with a warm smile, review and educate on services, and assist with payment.
- Stay up to date with knowledge of how to use certain equipment for them to be able to work efficiently in an automated facility.
- Direct the Driver into the entrance to the car wash or guides them onto tracks.
- Carry out periodic maintenance of equipment used in washing to keep them in proper working order.
- Perform cleaning of the facility and ensure everything is kept in the appropriate place and organized.
- Provide assistance to customers in any area concerning the car wash process.
- Carry out visual inspection of vehicles to confirm their condition before sending them into the wash area.
- Facilitates smooth and efficient operation of the assigned site including lot, or facility.
- Visually inspects all areas of the site for safety and maintenance concerns.
- Ensure Maintenance and Cleaning responsibilities are carried out; tasks may include cleaning, trash management, snow/ice removal, troubleshooting, and basic repairs of equipment.
- Contacts police, fire, or other emergency personnel when accidents or other emergencies arise.
- Courteously handles customer inquiries, complaints, and problems.
- Able to understand and ensure safety and proper chemical handling.
- Key Holder to assist in Opening and Closing of the Facility.
- Ability to take the lead and train new staff members on proper chemical handling and tunnel operations.
- Versed on the point of sales and willingness to train new members.
- Versed on all opening and closing functions of the site.
- Additional duties as assigned.