

**Car Wash Enterprises
New Employee C-Store Guide**

Emp Name: _____ Site No: _____

Initial each item after training of task.

MGR/TRN	Empl.	Date	Task/Assignment
			Administrative functions
			Complete Onboarding and orientation, process for filing or mail to the office
			Review safety orientation
			Food Handlers Permit (within 30 days of employment where applicable)
			Customer service
			Importance of good customer service - Ten Commandments
			Timely customer service- the customer is never an interruption to your work
			Quality customer service
			Making a positive impression
			Handling customer complaints
			How to deal with abusive customers & trying to de-escalate these situations
			How to deal with people stealing product and the importance of always being aware of what is happening around the site/in the store
			Complaints that should be communicated to management
			Mystery Shoppers
			Greeting
			Extra service solicitation
			Issue cash register receipt
			Farewell, thank you, and invitation to return.
			Complete Uniform including name tag
			Gasoline
			UST training within 30 days of hire
			Greeting gasoline customers
			Review routine gasoline dispenser problems
			How to properly turn on and off the electrical switches for gas pumps
			Cover breakaways, handles, hoses, whip hoses, Impact valve and handling procedures-reporting missing security seals immediately
			Review service of physically challenged/disabled customers
			Show and explain use of gasoline emergency shut-off switch
			Show and explain use of natural gas and main water shut-off
			Review procedure for ringing sales and operating the POS system
			Demonstrate the procedure for accurately processing fuel transactions for customers
			Review accepting fuel deliveries prior to the manager's arrival
			Demonstrate the process for gasoline emergency situations, including spill and shut-off procedures and how to silence tank monitor alarms/report them
			Demonstrate the procedures for environmental compliance and equipment inspection requirements
			Retrieve electronic tank monitor readings
			Restricted Sales (view alcohol and tobacco online test and video)
			Effects of Alcohol (the right to refuse service to impaired customers)
			Alcohol and Tobacco laws
			Verifying and Scanning ID on the Pos system
			Cooler (Vault)
			Maintain shelf and vault schematics
			Verify all product is priced and up to date
			Stock and maintain product on shelves and vault
			Identify out of code product (and procedure for pulling outdate product)
			Maintain product freshness, rotate stock older up front new in back

		Coffee and Hot Beverage Bar
		Make coffee and review procedure for operating other hot beverage equipment
		Maintain sanitation standards at all times including Pots & other equipment
		Maintain coffee bar layout
		Maintain in stock conditions for all condiments and supplies such as cups/lids, creamers, stir sticks, etc.
		Monitor temperatures of products
		Maintain equipment and coffee bar cleanliness standards at all times
		Maintain inventory control standards
		Hot and Other Food Service Standards (where applicable)
		Maintain product freshness, rotate stock
		Monitor cooking temperatures of products
		Maintain in stock conditions for all condiments and supplies such as mustard, napkins, buns, etc.
		Maintain foodservice area schematic for site.
		Manage foodservice presentation
		Process spoilage according to company policy
		Handle food products according to instructions
		Maintain inventory control standards
		Ordering & Receiving Merchandise
		Receive vendors and product per company policy
		Vendor Relations
		Establish and maintain vendor relations
		Shift Reconciliation
		Demonstrate ability to follow cash handling policies
		Demonstrate the process for cashier reconciliation
		Demonstrate the process for shift change, including obtaining all machine and manual readings
		Demonstrate the process for determining cashier over/short figures and take any appropriate action
		Demonstrate the process for researching and/or troubleshooting cashier shortages/overages
		Coupons (checks are not accepted)
		Demonstrate process for accepting coupons according to company policy(no expired coupons)
		Car Wash Product Knowledge (where applicable, equipment covered on another guide)
		Basic knowledge of how the car wash operates
		Education about extra services and how they work
		Selling techniques (Enabling/disabling car wash sales on Passport POS and when to do so)
		Pricing of all Services
		Review procedure for ringing sales and operating the wash POS
		Location of products and there use
		Checking Inventory levels
		How to switch over products and clean old containers
		How to properly turn on and off the electrical switches for wash
		Back Rooms at Car Wash and inside C-store
		Keeping Electrical Panels clear and doors closed
		On off Switches for the Boilers (where applicable)
		keeping free space in front and on sides of boiler especially combustable away
		Followup procedures
		Schedule orientation meeting with the Area Manager
		Review checklist with Area Manager