



PRICE ENTERPRISES
INC

August 2022

Vacuum Cleaner Maintenance Training Practical

1. What equipment manufacturer is our Vacuum Cleaners from?
 - Tommy Car Wash Systems
2. How many vacuums do we safely operate at each Car Wash location?
 - Waipio CW: 10 dual hose vacuum cleaners
 - Kapolei CW: 22 dual hose vacuum cleaners
 - Pau Hana Express: 7 dual hose vacuum cleaners
3. How is our vacuums offered at CarWash808 Express?
 - A complimentary service offered to all customers to use as available after their car wash.
4. How is our vacuums offered at Pau Hana Express?
 - Pay to use vacuums, cost \$5 for 5 minutes.
5. What vendor do we work with to have our vacuum cleaners thoroughly cleaned?
 - Vendor: People Who Clean
 - What days?
 - i. Waipio CW: Monday, Thursday, Saturday.
 - ii. Kapolei CW: Tuesday, Friday, Sunday.
6. What are safety guidelines Concierges must follow when doing routine day-to-day cleaning or maintenance?
 - Never service equipment while it is running.
 - If performing any maintenance or service on a vacuum cleaner motor, unit must be Locked & Tagged Out at the electrical distribution system.
 - When cleaning vacuums, all employees are required to wear proper PPE:
 - i. Safety glasses
 - ii. Dust mask
 - iii. Disposable nitrile gloves.

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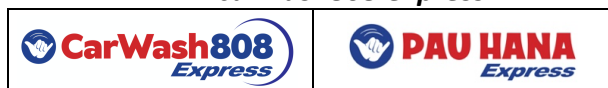
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7. As Concierge, what routine cleaning & maintenance is done?
- Checking suction frequently, making sure suction is working properly.
 - Cleaning nozzle if clogged.
 - Dusting out canister air filter at end of business day.
 - Wiping down vacuum canister with stainless steel cleaner.
 - Wiping down trash receptacles, nozzles, and hoses.
8. What policy's do we have in place for the care, protection, and maintenance of the complimentary vacuums?
- No water or liquid should be suctioned by customers, ex. Hood of vehicles or bed of trucks.
 - i. Reason: The vacuums are an electrical device with high voltage units, so any water or liquid can cause the device to shut down, not operate, and is an Electrical Safety Hazard for customers or employees.
 - It is a complimentary service.
 - i. Reason: The vacuum services we offer is a **Complimentary service**, not a Free service. It is for customers to use as available and is never included in the cost of the car wash. This allows us to inform customers that it is not a guaranteed service and depends on the availability of the vacuum stalls.
 - Announcements & signs, to please limit use to 10 minutes.
 - i. Reason: In consideration for all customers to be able to use the complimentary vacuum service.
 - Complimentary vacuums are offered for all customer to use after the wash.
 - i. Reason: This allows us to properly manage the flow of the customers washing their vehicles and going to use the complimentary vacuums. It prevents issues with customers who finish their wash and are going to use the vacuums from having other customers skip the wash and take up that vacuum stall.
9. Proper procedure if vacuum is not working properly:
- Power on.
 - Check the suction.
 - Check the nozzle.
 - Check the hose.
 - Inform supervisor or manager.
 - Check canister & filter, for possible air leaks. i.e. door gaskets.
 - Lock out, tag out.
 - Cone vacuum (prevents customer from using an inoperable vacuum)
 - Inform Operations Manager and Maintenance Manager.

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10. Physical walkthrough of a vacuum canister.

- Point to each part
- Explain what part is.
- Explain purpose of part.



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