



Revised November 2025

PEI CAR WASH CUSTOMER SERVICE REPRESENTATIVE OJT PLAN

Employee Name: _____ Date of Hire: _____

Location: _____ Date OJT Began: _____

GREETER:

Customer Service:

- Demonstrate ability to smile, greet, and provide exceptional customer service to customers entering the Car Wash:

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- Demonstrate ability to provide great customer service skills when assisting customers at the KIOSK:

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- Demonstrate ability to effectively answer questions that customers have about the wash services offered, car wash technology, emerald wash club membership, etc.:

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____



Washify KIOSK:

- **Demonstrate ability to assist customer purchasing 1 Diamond Wash using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with purchasing one of the Wash Cards offered (Buy 3, get 4, Buy 6, get 8, and Buy 12, get 16) using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with signing up for an Emerald Wash Club Membership using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with signing up for an Emerald Wash Club Family Membership using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with purchasing a microfiber towel using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with redeeming one of the Wash Cards offered (Buy 3, get 4, Buy 6, get 8, and Buy 12, get 16) using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with redeeming a Car Wash Fundraiser Ticket using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to assist customer with redeeming a Costco Wash Card using the Washify KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to add dollar bills (\$1, \$5, \$10) into the KIOSK:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Washify POS:

- **Demonstrate ability to search, find, and print a customer receipt for any purchase made using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to search, find, and update customer Washify accounts using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to search, find, and gather information for a Wash Card (Buy 3, get 4, Buy 6, get 8, and Buy 12, get 16) using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to search, find, and gather information for a Fundraiser Ticket using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to search, find, and gather information for a Costco Wash Card using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to update an Emerald Wash Club Members account information such as name, payment method, vehicle information using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

- **Demonstrate ability to change a customer's Emerald Wash Club Membership to a Emerald Wash Club Family Membership using the Washify POS:**

Trainer:	Trainee:	Date:
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

OJT COMPLETED:

Trainee Print Name/ Signature Date

Manager Print Name/ Signature Date

General Manager Print Name/ Signature Date

SEO/ President/ Owner Print Name/ Signature Date