



Revised November 2025

# PEI CAR WASH CUSTOMER SERVICE REPRESENTATIVE OJT PLAN

Employee Name: \_\_\_\_\_ Date of Hire: \_\_\_\_\_

Location: \_\_\_\_\_ Date OJT Began: \_\_\_\_\_

## LOADER:

### Purpose:

- Identify and explain key & critical points of what the importance of the Loader position is:

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

- Identify and explain the Personal Protective Equipment (PPE) required to use when in Loader position:

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

- Identify and explain the Emergency Procedures & Protection of the Loader position:

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

- \_\_\_\_\_
- **Demonstrate ability to observe and identify potential problem vehicles (bed of trucks, antennas, trash/ loose objects):**

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

**Vehicle Loading Procedures:**

- **Demonstrate ability to use designated hand signals when instructing a customer to approach the car wash tunnel entrance SLOWLY (SOP 05-21CW):**

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

- **Demonstrate ability to use designated hand signals when instructing a customer to go LEFT or RIGHT ensuring the tires are aligned with the car wash belt (SOP 05-21CW):**

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

- **Demonstrate ability to use designated hand signals when instructing a customer to STOP vehicle in designated stop zone (SOP 05-21CW):**

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

- **Demonstrate ability to use designated hand signals and gesture to “NEUTRAL” on module display to instruct driver to place vehicle into NEUTRAL (SOP 10-18CW):**

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

- **Demonstrate ability to maintain eye contact with driver and confirm vehicle has been placed into NEUTRAL (SOP 10-18CW):**

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

- **Demonstrate ability to use designated hand signals and gesture to “FOOT OFF BRAKE” on module display to instruct driver to take their FOOT OFF BRAKE (SOP 10-18CW):**

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

- **Demonstrate ability to provide customer with excellent customer service with a wave, shaka, and smile:**

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

- **Demonstrate ability recognize a vehicle is not properly loaded and instruct the flight deck operator to stop the belt to realign the vehicle:**

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