



Revised November 2025

PEI CAR WASH CUSTOMER SERVICE REPRESENTATIVE OJT PLAN

Employee Name: _____ Date of Hire: _____

Location: _____ Date OJT Began: _____

PARKING LOT ATTENDANT:

Purpose:

- Identify and explain key & critical points of what the importance of the Parking lot attendant is:

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

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

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

- Identify and explain safety hazards presented in the parking lot and how to mitigate these hazards:

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

- **Identify and explain how the Parking Lot Attendant is a crucial element of the Company Culture and Customer Service aspect of the car wash:**

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

Parking Lot Procedures:

- **Demonstrate ability to observe and identify potential safety concerns in the parking lot:**

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

- **Demonstrate ability observe and be very attentive to unattended children:**

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

- **Demonstrate ability take out trash and install new trash bags:**

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

- **Demonstrate ability to monitor vacuums for proper suction and remove obstructions:**

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

- **Demonstrate ability to titivate parking stall area to maintain cleanliness throughout parking lot:**

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

- **Demonstrate ability to monitor music volume and adjust if necessary:**

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

- **Demonstrate ability to monitor vehicles after the wash for cleanliness and dryness:**

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

- **Demonstrate ability to watch for vehicles reversing into parking stalls and to advise them this is not allowed:**

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

- **Demonstrate ability to watch for a non-washer and educate them of the policy to wash first, then vacuum:**

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

- **Demonstrate ability to provide customer with a great last impression by providing excellent customer service with a wave, shaka, and smile:**

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