SOP 10-18aCW August 30, 2018
Revised November 05, 2025

Customer Service Representative Duties & Responsibilities

BACKGROUND AND VISION: CarWash808 Express is founded on the principle of "Professional Service at the Customer's Convenience." For decades the island of Oahu has been served with full-service car washes and a smattering of smaller "in-bay automatics" and "roll over" facilities located primarily at gasoline stations. Each of these models have failed to appreciate the customer's time or provide a professional and quality car wash at an affordable price. Our vision is to provide a car wash facility capable of washing 125-200 cars per hour utilizing the latest equipment and chemical technology in the industry to provide customers the quality they deserve.

Our vision also includes providing the highest level of customer service and removing CarWash808 Express from the stereotypical car wash's low-level standard. Their employees prep, wipe, and vacuum vehicles. By contrast our employees focus on providing personalized customer service with each customer transaction and they do it while safeguarding the customer's health and safety as well as their own. To that end we hire Customer Service Representatives (CSR) with positive, can-do attitudes and friendly dispositions. Each CSR is trained and crossed-trained in a variety of roles from Greeter, Loader, and Flight Deck Operator to Parking Lot Attendant, and General Maintainer.

UNIFORMS AND GROOMING: The prescribed uniform for all CarWash808 Express CSR consists of the following:

- Blue CarWash808 Express logo polo – Women and Men sizes. Provided by company.
- Khaki pants or shorts. Provided by employee.
- Black buckleless, Velcro belt. Provided by company.
- Khaki cap or visor with logo. Provided by company.
- Black or white slip-resistant shoe. Provided by employee or can participate in Safety Shoe Benefit Program and will be provided by company.
- Nametag worn on right side of shirt aligned with logo on left side of shirt. Provided by company.
- Safety glasses, earplugs hearing protection, and face shield, safety vest. Provided by company.
- Men's hair will be neatly trimmed, and face will be clean-shaven or neatly trimmed beard. No "5 o'clock shadow."
- Women's hair will be neatly kept and able to fit the CarWash808 Express cap/visor provided by the company.
- For safety reasons, no loose, large, excessive jewelry is allowed to be worn, i.e., Chains, dangling earrings, etc.

DUTIES AND RESPONSIBLITIES:

General Duties: In addition to taking care of our customers and providing FIVE STAR CUSTOMER SERVICE, CSR will also have the following duties:

1. General cleaning and maintenance throughout the day including:
    1. Driveway entrance and canopy area.
    2. Parking lot and vacuum stalls.
    3. Trash receptacles.
    4. Vacuum Cleaners in accordance with SOP 07-18CW.
    5. Car Wash Tunnel in accordance with SOP 13-18CW.
    6. Flight Deck and Office area.
    7. Landscape area and surrounding property.
2. Opening car wash in accordance with SOP 11-18CW.
3. Closing car wash in accordance with SOP 12-18CW.
4. Respect and adhere to office and Flight Deck use and decorum as outlined in SOP 09-18CW.
5. Chemical handling procedures in accordance with SOP 32-22CW.

All employees will remain clear of the car wash equipment and conveyor belt when the car wash is in use. When the automated alert **"CAR WASH WILL START MOMENTARILY, PLEASE STAND CLEAR"** is activated, all employees will immediately move away and remain in the safe zone side of the red line painted on the car wash tunnel floor keeping a safe distance from the conveyor belt and car wash equipment. The loader will maintain his/her station at the entrance module and exercise great awareness and caution of the close proximity between the moving conveyor belt and approaching vehicles.

Ricky e Price
Ricky E. Price
Owner/Chairman