



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

Customer Service Representative Greeter Duties & Responsibilities

DUTIES AND RESPONSIBILITIES:

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

At least one Customer Service Representative (CSR) will serve as Greeter at the Washify KIOSK during hours of operations. The Greeter will welcome each customer and assist them as necessary to select and pay for their desired purchase. The Washify KIOSK is designed to be used by the customer. Many customers will select their wash and pay without needing assistance; however, the CSR will welcome the customer, hand them a complimentary wipe towel, and answer any questions. Additionally, the CSR will:

1. Be observant of all conditions that would preclude the vehicle from being washed including:
 - A. Loose body parts, i.e., bumpers, fenders, doors.
 - B. Body damage that could result in damage to the car wash equipment.
 - C. Vehicle with overall height greater than 7'3" as indicated by our clearance bar.
 - D. Excessively dirty or muddy vehicle that would soil or stain the car wash microfiber-mitters and brushes resulting in mud and dirt being transferred to following vehicles.
 - E. Any loose item in the bed of pick-up trucks. If bed of truck can be quickly and easily cleared without impeding the flow of cars, the CSR may assist the driver to remove the items. However, if it requires significant effort ask the driver to enter the "escape" lane where he/she can clean the bed of the pick-up, then pull back around to enter the wash.
 - F. Small debris such as leaves, branches, gravel, nails, nut, washers, bolts, large quantities of sand, etc. in pickup beds must be removed before entering the car wash. This may require the use of a broom and dustpan to remove these items. If excessive and cannot be easily removed, the driver will be denied entry into the car wash.

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- G. Under NO circumstance will any vehicle (typically pickup trucks) with any amount of oil or grease, or its residue will be allowed into the car wash. Oil or other petroleum products can damage the car wash equipment and contaminate the wash water that is recycled and/or discharged to the sanitary sewer. Explain to the driver why the vehicle cannot enter the car wash, open the gate, and direct the driver to exit via the “escape” lane.
2. Be observant of rear wiper blade assemblies. Some of these can become entangled with car wash equipment and removed in the tunnel. Offer customers the rear wiper blade bags or a blue painter’s tape to help secure them in place.
 3. Assist customers with all services offered which includes Diamond Wash, signing up for the Emerald Wash Club Membership, wash book purchases, and microfiber towels. Assist customers with fundraiser ticket redemption and be sure to check expiration dates.
 4. Customers will be offered one (1) complimentary microfiber towel per vehicle.
 5. Prepare customers for loading procedures. Let the first-time car wash users know they will have to shift into Neutral just prior to entering the tunnel.
 6. Notify the manager/supervisor immediately, via head set transmitter, if there is a malfunction of the entry gates or Washify KIOSKs.
 7. Maintain the cleanliness of the entire area under the canopy.
 8. Ensure the music volume in the canopy area is maintained at an acceptable level. If volume needs to be adjusted inform manager/supervisor.
 9. Be of assistance to monitoring parking lot and customer assistance.

Ricky e Price
Ricky E. Price
Owner/Chairm

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