



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

Customer Service Representative Loader Duties & Responsibilities

DUTIES AND RESPONSIBILITIES:

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

Loader: The Loader Customer Service Representative (CSR) is the most visible position and is crucial for the safety of the customer, their vehicle, and the car wash equipment. Only employees successfully trained on loading techniques and protocol will be used as a loader. The Loader will:

1. **Observe all safety precautions while being acutely aware of moving vehicles entering the car wash tunnel and their close proximity to the conveyor belt.**
2. Always be in close communication with the Flight Deck Operator and Greeter via the head set transmitter.
3. Use the required safety equipment including safety glasses, face shield and earplugs.
4. Ensure:
 - A. Driver is aware and attentive to the directions being given.
 - B. Vehicle is properly aligned on the conveyor belt with the vehicle as close to center as possible.
 - C. Vehicle is in neutral with foot off the brake.
 - D. Vehicles are stacked at appropriate distance in the tunnel for safety, but also for the efficiency of the car wash.
 - E. Maximum effort is made to safely get the attention of a driver that has failed to put the car in neutral or is otherwise driving or rolling through the tunnel.
 - F. Emergency push button available at the loader console is used as necessary to stop, pause, slow or start the conveyor.
 - G. The Flight Deck Operator is notified immediately via head set transmitter of any anomaly when loading a vehicle onto the conveyor belt.

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5. If a driver fails to place the vehicle in neutral, the Loader will immediately get the driver's attention to stop. This is a dangerous and hazardous situation and extreme caution must be taken when trying to get the driver's attention.
 - A. **NEVER STEP IN FRONT OF A MOVING VEHICLE!**
 - B. **NEVER STEP ON THE CAR WASH BELT!**
 - C. **NEVER STEP BETWEEN THE MODULE AND THE VEHICLE!**
 - D. **NEVER RUN!**

Once the vehicle has been stopped, assist the customer and remove the vehicle from the tunnel. If contact is made with another vehicle or the car wash equipment, immediately notify manager/supervisor for assistance.

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

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