



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

Customer Service Representative Flight Deck Operator Duties & Responsibilities

DUTIES AND RESPONSIBILITIES:

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

Flight Deck Operator: The Flight Deck Operator is responsible for the safe transit of vehicles through the car wash tunnel. Specific observations and actions required of the Flight Deck Operator include:

1. Observe stacking distance between vehicles in the tunnel and communicate with loader via the head set transmitter if distances need to be increased for safety or decreased for car wash efficiency.
2. Ensure vehicles exit the car wash tunnel in a timely manner to clear the exit for the following vehicle.
3. If a vehicle is slow to exit the tunnel or the operator appears confused, pause the conveyor belt to give the exiting vehicle a little more time to clear the exit.
4. In the event the exiting vehicle does not clear the exit, stop the conveyor and assist the driver.
5. If a driver fails to place the car in neutral, the Loader will immediately get the driver's attention to stop the vehicle. The Flight Deck Operator must also be aware of the situation and exit the flight deck if necessary to get the driver's attention. In this situation it is best to stop the belt immediately, however this will not stop the vehicle as the car is still in a drive gear and proceeding through the tunnel on its own power. 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!**

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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.

6. Become familiar with the Tommy Car Wash Controller iPad and be able to perform all necessary functions to activate or deactivate any piece of equipment or component in the car wash tunnel.
7. Be observant of all operating equipment in the car wash tunnel recognizing any anomaly with the equipment or chemical application. Act as needed to correct the anomaly and notify the Operations Manager.

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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