



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

Customer Service Representative Parking Lot Attendant Duties & Responsibilities

DUTIES AND RESPONSIBILITIES:

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

Parking Lot Attendant: The Parking Lot Attendant position is crucial to ensuring the safety of all customers and employees in the parking stalls area. Refer to SOP 28-21CW *Parking Lot Safety Policy Statement*. The Parking Lot Attendant is also responsible for the proper operation of vacuums, cleanliness of stalls and trash receptacles. The attendant will:

1. ALWAYS wear their reflective safety vest.
2. Observe all SAFETY precautions especially when children are present.
3. Notify the Manager/Supervisor, via headset, of safety hazards and/or concerns.
4. Be aware of customers needing assistance.
5. Check proper operation of vacuums by following proper vacuum maintenance as stated on SOP 07-18CW Vacuum Cleaner Maintenance. If vacuum maintenance is performed and vacuum is still underperforming, notify manager/supervisor.
6. Be observant of vehicles, especially pick-up trucks with open beds, vacuuming water. This can damage equipment. Vacuums should only be used for interior use.
7. Ensure outside of red trash receptacles are wiped clean and trash cans are not overflowing.
8. Keep parking stalls and surrounding areas, including landscaping, clean from trash, sand, dirt etc.
9. Assist in directing vehicles to open stalls.
10. (Kapolei Only) Watch for vehicles attempting to reverse into stalls. For safety this is not allowed.
11. Notify Manager/Supervisor, via headset, when vacuum stalls are full and perform Microphone Announcements asking customers to limit their use to 10 minutes.

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12. (Waipio Only) Monitor the number of vehicles exiting the car wash to ensure the tunnel exit does not back up. Direct vehicles to right side of parking lot away from exiting vehicles for vacuums. Communication with Flight Deck Operator is crucial.
13. (Kapolei Only) Be aware of customers who are attempting to use vacuums without washing first. Inform them they must wash before using complimentary vacuums. This applies to all customers whether members or single-wash visitors.
14. Visually inspect vehicles to confirm they are clean but not excessively wet. Inform Manager/Supervisor as there may be a problem with the chemicals and/or equipment.
15. Ensure the music volume in the parking lot is maintained at an acceptable level.

Ricky e Price

Ricky E. Price
Owner/Chairman

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