



SOP 27-21CW November 2021

New Employee Training Programs

Section 1. Admin Orientation (duration: 1 day)

The Admin Orientation is the introduction to onboarding the new employee to the company. The purpose of the orientation is to get the new hire introduced to the company culture, their new position, and prepare them for their first day at Car Wash. The new employee goes through the Admin Orientation at the Corporate Office located at 1034-A Kilani Ave. Suite #102 Wahiawa, HI 96786 with the Admin. They go through each HR paperwork that is required for the new employee to fill out & complete. As the new employee fills out and completes the HR paperwork, Admin explains what each individual document to ensure the new employee understands what they're completing.

After all HR paperwork is properly completed and documents are verified, Admin goes over the Employee Handbook, Standard Operating Procedures, and company website with the new employee. This is a very informative and detailed orientation, and the new employee can ask any questions they have regarding their position and the company.

The next part of the Admin Orientation is the Uniform inspection. All employees are informed what to bring to the Admin Orientation for the uniform inspection which includes khaki bottoms (pants or shorts, shorts must be no higher than 3 inches above the knee) and slip-resistant shoes. The employee is then issued a uniform polo, name badge, cap or visor, buckles belt, safety glasses, safety vest, face shield, and windbreaker. The employee is trained on how to properly wear all uniform items and personal protective equipment (PPE). The new employee must pass the uniform inspection by Admin to then be scheduled their first day on site.

Reference: Admin Orientation Checklist posted on company website.

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Section 2. Car Wash Orientation (duration: 1-3 days)

The Car Wash Orientation is completed by the Manager/Operations Manager at the Car Wash facility. The purpose of this orientation is to introduce the new employee to the Car Wash, train them to fully understand their position and the different aspects of the Car Wash facility.

The Manager will introduce the new employee to the team at the Car Wash. Ensure the new employee is comfortable, has met and has been introduced to each member of the team by name. The Manager will explain and demonstrate the clock-in/clock-out procedures. The employee will be assigned & shown their locker and explained purpose of locker. The manager will conduct a uniform inspection, ensuring the new employee is properly dressed.

They will be given an in-depth tour of the whole facility; Office area, flight deck, electrical room, chemical room, mezzanine, loading area, car wash tunnel, parking lot area, etc. The Manager will show, explain, and demonstrate the HAZCOM Program, OSHA, Safety Policy, Personal Protective Equipment (PPE), Accident Protocol, Lock Out/Tagout, First Aid, etc.

This is a very informative and detailed orientation, and the new employee can ask any questions they have regarding the position and facility.

Reference: Car Wash Orientation Checklist posted on company website.

Section 3. On The Job Training Program (OJT) (duration: 90 days)

The OJT is specifically designed for the Car Wash industry Customer Service Representatives (CSR). The purpose of the OJT program is for the employee to be able to accurately perform each identified task without error. The new employee will be able to identify, demonstrate, and explain the purpose of each task, and the sequence of the CSR duties & responsibilities and other car wash health & safety policy and procedures included in the OJT program.

The Car Wash Manager/Operations Manager will ensure OJT is properly administered. Each task listed in this OJT program is derived from the CSR Job Description and applicable Standard Operating Procedures (SOP's). The Trainee will perform each task under the guidance of a qualified CSR or Car Wash Manager (Trainer).

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To ensure this OJT program accomplishes the objective, no two identical tasks will be signed off as complete on the same day, since to do so undermines the objective and does not provide enforcement of the training. The Trainer will personally show the Trainee how the task is performed and will then observe the trainee preform the task, providing guidance as necessary. Once the Trainee has successfully performed the task, the Trainee and Trainer will initial, and the Trainer will record the date. On a different day the Trainer will ask the Trainee to perform the task again, under the Trainer's observation, and providing guidance as necessary. Once the task is successfully performed the Trainee and Trainer will initial in the appropriate space and the Trainer will record the date. This process will be repeated on different days until the prescribed repetitions are completed.

Reference: OJT Checklist posted on company website.

Section 4. Standard Operating Procedures (SOP) (duration: 90 days)

The purpose of the SOP's are for the new employee to be trained on the different duties and aspects of the CSR position and reinforce the training with detailed and in-depth information by reading the SOP for that specific topic.

The new employee will be trained on the SOP topic by the Manager/Operations Manager then use the desktop in the flight deck office to review and reinforce training.

Reference: SOP Checklist posted on company website.

Ricky e Price
Ricky E. Price
Owner/Chairman

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