

TASE Core

THE AUTO SPA EXPRESS

Congratulations on your new position and welcome to The Auto Spa Express (TASE) with WLR Automotive Group, Inc.! This course explores information relevant to the success of all TASE employees. Please complete every lesson and activity within each of the three modules. You will not be able to advance to the next lesson until every activity is complete, including fully watching videos and clicking all interactive buttons. If you need any assistance while completing this course, reach out to your Manager on Duty (MOD).

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Safety Guidance



Wash Tunnel Controls



Module 3 Summary

Module 1 Overview



What You Will Learn in Module 1

In this module, you will review your training process, WLR's purpose and values, and introductory policies and procedures. You will explore:

- The online and in-person training requirements for your position
- The overall purpose of WLR and how we promote our values
- Teamwork at your TASE location and the levels of management
- Appropriate uniform attire and general uniform policies
- Attendance policies and how to clock in and out at your location

[Continue to First Lesson](#)

The Training Process

Lesson Objectives

This lesson will review the overall training process and your responsibilities for being certified in your position. You will understand:

- The online and in-person components of your training
 - How to complete and submit your observational checklist
-

How to Become Certified in Your Position

To become fully certified in your position with TASE, you will need to complete your Job Description Training (JDT) program. Your JDT program involves completing both online and in-person training requirements.

The online training requirement is completing online courses within our Learning Management System (LMS), known as Litmos. The in-person training requirement is completing your observational checklist, which is reviewed more in-depth below. To assist with completing your observational checklist, you will shadow a senior employee.

While completing your training, your main point of contact will be your Manager on Duty (MOD), who at a given moment can be a Supervisor, Assistant Manager (AM), or

Location Manager (LM). These management roles will be further explored in a future lesson of this module. Overall, your LM will ultimately oversee your training progress over the several weeks of your training.

Observational Checklist

Your observational checklist is a document that you will complete to demonstrate mastery of essential knowledge and skills. We believe it is crucial for your training to consist of more than simply reading about your responsibilities, daily tasks, and/or services. So, you will be working with your trainer, who will be either a senior employee or a member of the management team, to complete your checklist.

Throughout the next few weeks, your trainer will check off each checklist item as you successfully complete them through real-life scenarios. If a scenario does not present itself during your training, these checklist items can be completed through role-playing.

Before continuing with the course, please work with your MOD to print your observational checklist, which can be accessed through the PDF document below.



TASE Observational Checklist.pdf

490.8 KB

☐

To continue with this lesson, please check the box to the left to confirm that you have opened and printed your observational checklist.



Complete the content above before moving on.

Employee Shadowing

As you complete your observational checklist, you will also have the opportunity to shadow a senior employee. This experience will help you become more familiar with how each role at your TASE location contributes to the customer's experience. During your time shadowing a senior employee, they will:

- Explain the responsibilities of their own position
- Explain each step in their routine tasks and processes
- Answer all of your questions to the best of their ability
- Share challenges that they face in their own position
- Explain how they work together, with their team members, to deliver a positive customer experience

Submitting Your Observational Checklist

Once you complete your observational checklist, you will work with your MOD to scan and upload your checklist to Litmos. Please make sure that you are using the computer in the designated Manager's Office for this process. If you have any issues while submitting your checklist, reach out to your MOD.

Explore the specific steps below for submitting your checklist by clicking each black, round arrow button.

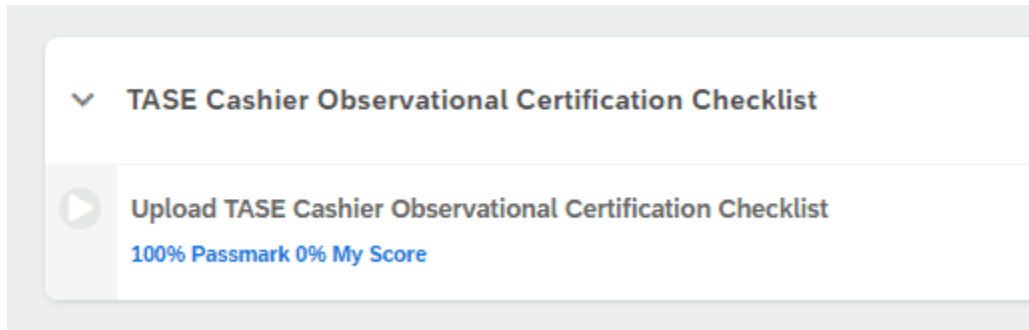
Step 1

Scan Your Observational Checklist

Use a printer to scan your completed observational checklist. Save the scanned checklist to the computer in the Manager's Office.

Step 2

Log in to Litmos



Log in to Litmos and open the “TASE Cashier” course. At the bottom of the course, click on the “TASE Cashier Observational Certification Checklist” dropdown. Click “Upload TASE Cashier Observational Certification Checklist”, as seen in the image above.

Step 3

Click "Upload Now"

Upon completion of your paper Observational Checklist, please work with your Manager on Duty to complete the final steps.

Upload Now

Done

Cancel

Step 4

Click "Choose a file"



The screenshot shows a web form titled "Upload My Checklist". Below the title, there is a note "* is required field". A bulleted list specifies the accepted file types (pdf, jpg, jpeg, png, gif, bmp, doc) and the maximum file size (250 MB). A button labeled "Choose a file*" is positioned below the list. At the bottom of the form, there is a section titled "Answer Comments" with a text input area.

Upload My Checklist

* is required field

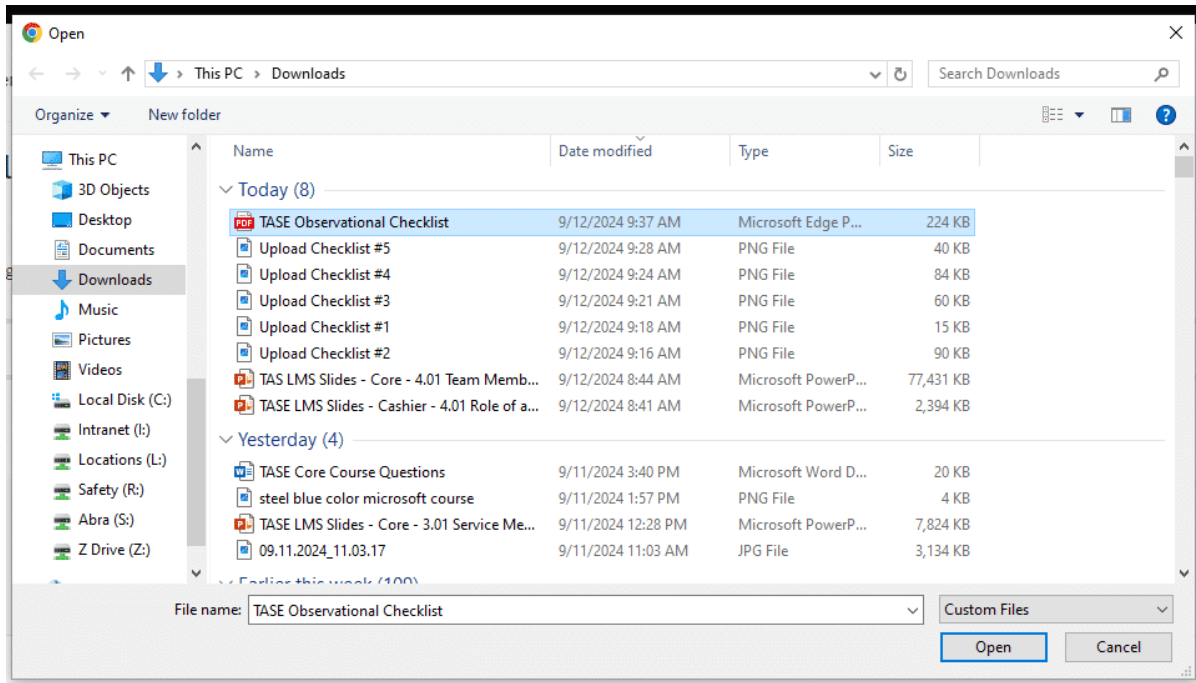
- Accepted file types: pdf, jpg, jpeg, png, gif, bmp, doc
- Max file size: 250 MB

Choose a file*

Answer Comments

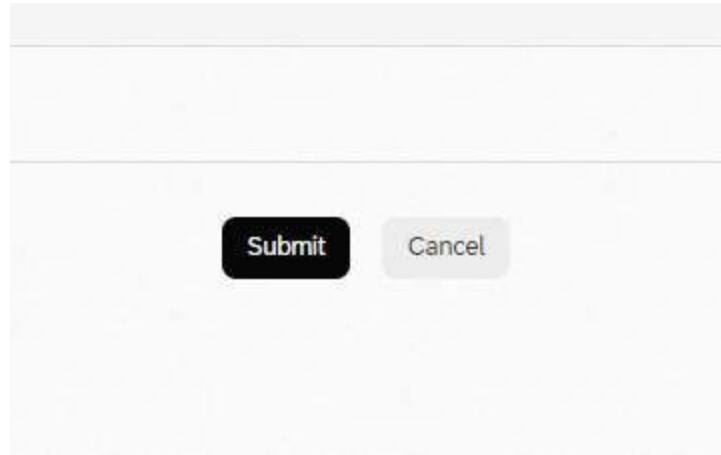
Step 5

Select the file and click "Open"



Step 6

Click "Submit"

A screenshot of a form interface. The form has a light gray background with horizontal lines. At the bottom center, there are two buttons: a dark gray button labeled "Submit" and a light gray button labeled "Cancel".

Complete the content above before moving on.

Purpose & Values

Lesson Objectives

This lesson will review the guiding purpose of WLR and our core values. You will understand:

- WLR's purpose and our three main values
 - How WLR's purpose and values influence our commitment to our employees, customers, and overall community
 - How you can demonstrate our purpose and values through your work
-

WLR's Purpose

Our purpose at WLR is “Changing Lives, One Neighbor at a Time.”

WLR demonstrates this purpose through how we treat our employees and neighborhood, along with our commitment to loyalty. Review some examples below of how WLR demonstrates its purpose!

- Our Employees. WLR believes it is important to develop our employees and help them grow within our business. Our employees are not just another number to us; they are a member of the WLR family.
- Our Neighborhood. We feel that everyone is a neighbor, from our customers to our employees to our community. We care deeply about each of these neighbors and about bettering the communities in which our businesses reside. Overall, we hire local, we serve local, and we give local!
- Loyalty. Loyalty is the foundation of relationships, and it's what we value most. We believe to get loyalty, we must first give loyalty. From each employee to every customer to the community at large, loyalty to our neighbors is a never-ending gift.

WLR's Values

Along with our overall purpose, WLR has three core values: Passion for People, Collective Creativity, and Unwavering Integrity. Our values are displayed at every TASE location, so make sure to become familiar with them! You can explore each of these values by clicking through the tabs below.

PASSION FOR PEOPLE

COLLECTIVE CREATIVITY

UNWAVERING INTEGRITY

Every employee in our company has a customer. Whether it's our vendors, employees, tenants, or a customer who uses our services, you have to have a passion for people and a willingness to help others. This could be an exceptional experience at your location or developing passionate and motivated employees.



PASSION FOR PEOPLE

COLLECTIVE CREATIVITY

UNWAVERING INTEGRITY

All locations and corporate staff work collectively to reach our goals. One cannot stand without the other. With our unique vision of our products and services, we collectively and creatively work together. We create innovative ideas to draw in new customers and new employees. Our goal is to build a workforce where everyone's ideas are valued for the greater good.



PASSION FOR PEOPLE

COLLECTIVE CREATIVITY

UNWAVERING INTEGRITY

We pride ourselves in being honest, truthful, and transparent. To our customers, we never recommend or sell services that aren't needed or required. It's crucial that our customers trust us and are satisfied with their services.



Complete the content above before moving on.

Effective Teamwork

Lesson Objectives

This lesson will review teamwork at your TASE location and the structure of our management team. You will understand:

- Why teamwork is essential at your TASE location
 - The characteristics of an effective team member
 - The role of various management team members
-

Teamwork at TASE

Teamwork is defined as two or more people working together towards a common goal.

The success of your TASE location is dependent on the coordination of multiple positions to provide the highest level of service as efficiently as possible. This smooth synchronization leads to both a positive customer and employee experience.

Throughout your training, you will learn how each position at your location contributes to the customer's overall experience.

Effective Team Members

Each team member plays an important part in the daily operations of your location.

There are characteristics that can help team members better support their teams and interpersonal interactions with other team members. The characteristics of an effective team member include:

- Taking initiative
 - Being hard working and selfless
 - Showing kindness and compassion
 - Staying positive and professional
-

Management Team

The management team ranges from members responsible for managing your individual location to those responsible for managing entire regions of locations. Supervisors, Assistant Managers (AMs), and Location Managers (LMs) all overlap in responsibilities for maintaining your individual location. Your LM is the leader of your location and is ultimately responsible for all aspects of day-to-day operations.

WLR also has additional leaders known as District Managers (DMs) and Managing Partners (MPs). These members oversee multiple locations and help coach the

management teams at each of their locations.

[Continue to Next Lesson](#)

TASE Uniforms

Lesson Objectives

This lesson will review appropriate attire at your location and expectations regarding your uniform. You will understand:

- Why you need to wear your uniform
- What articles of clothing are appropriate for your uniform
- Expectations regarding your uniform, such as when to wear it

Uniform Overview

Your uniform is important for a variety of reasons. For example, your uniform provides a professional image to our customers and helps them identify who is an employee at your location. Your uniform can also help keep you safe! Our uniforms are thicker than everyday clothing and offer some protection from the chemicals used at your location.

Non-slip shoes also decrease the likelihood of employee accidents. Appropriate uniform items include:

- Uniform shirts
- Black, gray, navy blue, or white undershirts

- Belt
- Pants or shorts*
- Black non-slip shoes

*Please note that if you did not request shorts during orientation at the corporate office, you will only be able to request shorts in the summer.

Uniform Expectations

Except for undershirts, WLR provides all uniform items to our employees. So, you should make sure to take care of your uniform attire by keeping them clean and neat in appearance.

Additionally, you should be in uniform for any company-scheduled meetings, even if they are off-site from your location. For example, when you attend The Art of the Customer Experience Training, hosted at Frederick Community College (FCC), you will need to attend the class in your uniform. For further details about your uniform, please ask your MOD and/or refer to the Employee Guidance Manual, which can be accessed below.



2.36 Uniform Agreement Policy.pdf
320.5 KB



☐

To continue to the next lesson, please check the box to confirm that you opened the Uniform Agreement Policy document above.



Complete the content above before moving on.

Attendance Policies

Lesson Objectives

This lesson will review attendance policies regarding absences, inclement weather, and time keeping. You will understand:

- How absences affect your team
- What to do if you will have an unavoidable absence
- Attendance procedures when there is inclement weather
- How to clock in and clock out through MakeShift

The Impact of Absences

When an employee calls out, shows up late for work, or fails to follow the attendance procedures, it directly impacts the rest of the team. When an employee is absent, other employees must step in and perform the extra work. This sometimes causes employees to work twice as hard and for additional hours.

In the event that you will be absent or tardy, you will need to contact your MOD. If an absence is unavoidable, employees should comply with the callout policies outlined in the Employee Guidance Manual, which can be accessed below.



2.1 Absenteeism.pdf

332.2 KB

☐

To continue with this lesson, please check the box to confirm that you opened the Absenteeism document above.



Complete the content above before moving on.

Inclement Weather Policy

It's also important to follow the attendance guidelines for inclement weather. Rain does not necessarily mean that your location is closed for the day. We use the slow time on a rainy day to catch up on work and perform cleaning tasks. To check on weather closings for your location, you will need to contact your MOD. For specific instructions about what to do for inclement weather, please refer to the Employee Guidance Manual.



2.18 Inclement Weather.pdf

308 KB

☐

To continue with this lesson, please check the box to confirm that you opened the Inclement Weather document above.



Complete the content above before moving on.

How to Clock In and Clock Out

You will use the MakeShift app to keep track of your worked hours. Please review the steps below for both clocking in and clocking out through MakeShift. Note that you will also need to follow specific steps for clocking in and out for breaks.

Clocking In Through MakeShift

1

Go to the designated iPad for clocking in and out.

2

Open the Makeshift App, if not already open.

3

Enter 4-Digit Employee ID. *Note: the Employee ID is the employee's File Number.*

4

Department and **Position** are filled in if you're scheduled for a shift. If you're not scheduled for a shift, click each one and select the appropriate department and position.



Click **Next**.

6

Take your picture and confirm it.

7

Click **Clock In**.

Clocking Out Through MakeShift

1

Go to the designated iPad for clocking in and out.

2

Open the MakeShift App, if not already open.

3

Enter 4-Digit Employee ID. *Note: the Employee ID is the employee's File Number.*

4

Click **Clock Out**.

5

Take your picture and confirm it.

6

Click **Clock Out**.

Taking Breaks

In the MakeShift App, simply click **Start Break** to start your break. To end your break, please follow the same steps above for clocking out through MakeShift.

[Continue to Module 1 Summary](#)

Module 1 Summary



What You Learned in Module 1

Below is a summary of the key concepts you reviewed in each lesson of Module 1. If there are any concepts that you are not confident with, now is the time to re-review the lesson content before moving onto Module 2.

The Training Process

In the lesson “The Training Process,” you learned:

- The online and in-person requirements of your training
- What your observational checklist is
- How to complete your observational checklist
- How to upload your completed observational checklist to Litmos

Purpose & Values —

In the lesson “Purpose & Values,” you learned:

- WLR’s overall purpose and how we carry out our purpose
- WLR’s three core values
- How you can demonstrate our values through your work

Effective Teamwork —

In the lesson “Effective Teamwork,” you learned:

- The importance of teamwork at your location
- Characteristics of an effective team member
- The different levels of the management team
- How the different levels of management interact to support your location

TASE Uniforms —

In the lesson “TASE Uniforms,” you learned:

- Reasons why your uniform is important
- Uniform attire that is appropriate
- Expectations of when you need to wear your uniform
- Expectations of how to care for company-provided uniform attire

Attendance Policies

In the lesson “Attendance Policies,” you learned:

- How absences impact your team
- Policies regarding absences and inclement weather
- How to clock in and clock out through MakeShift



Complete the content above before moving on.

Module 2 Overview



What You Will Learn in Module 2

In this module, you will review how to help maintain your TASE location, best practices for communicating with your team, and more in-depth information about the customer experience. You will understand:

- The importance of supporting the appearance of your TASE location
- How to communicate with your team members through two-way radios and earpieces
- The overall customer experience, from when they first arrive to when they drive away
- The different car wash and monthly membership options offered by TASE

- Best practices for customer service, including how to handle customer complaints and answer phone calls

[Continue to First Lesson](#)

Location Appearance

Lesson Objectives

This lesson will review information about the maintenance of your TASE location. You will understand:

- The importance of maintaining a clean location
- Expectations regarding your role in maintaining location appearance
- The impact of your location's appearance on the customer experience

The Importance of Location Appearance

The appearance of your location plays an important role in how the customer will view their experience. We are in the cleaning business; so, our customers expect that we take extra measures to make sure that our locations are always clean and beautiful.

Making sure that your location is clean can also help improve safety, such as when cleaning up any liquid and debris that could cause an accident.

Additionally, WLR invests time and money into creating comfortable facilities for our customers. No matter which TASE location you enter, you will see the same paint colors,

signs, and beautiful landscapes, as seen in the image below. This attention to detail shows that we truly care about our business.



Your Role in Location Appearance

All team members must take an active role in maintaining location appearance by completing their daily opening and/or closing tasks. However, the responsibility of each team member doesn't end with any assigned tasks. Every employee should always be thinking about the maintenance of their location. For example, if you walk through your location and see a piece of trash on the floor, pick it up, regardless if the task is on your checklist.

It's also the responsibility of each individual employee to clean up after themselves. All areas, even those not seen by our customers, should be tidy and presentable at all times!



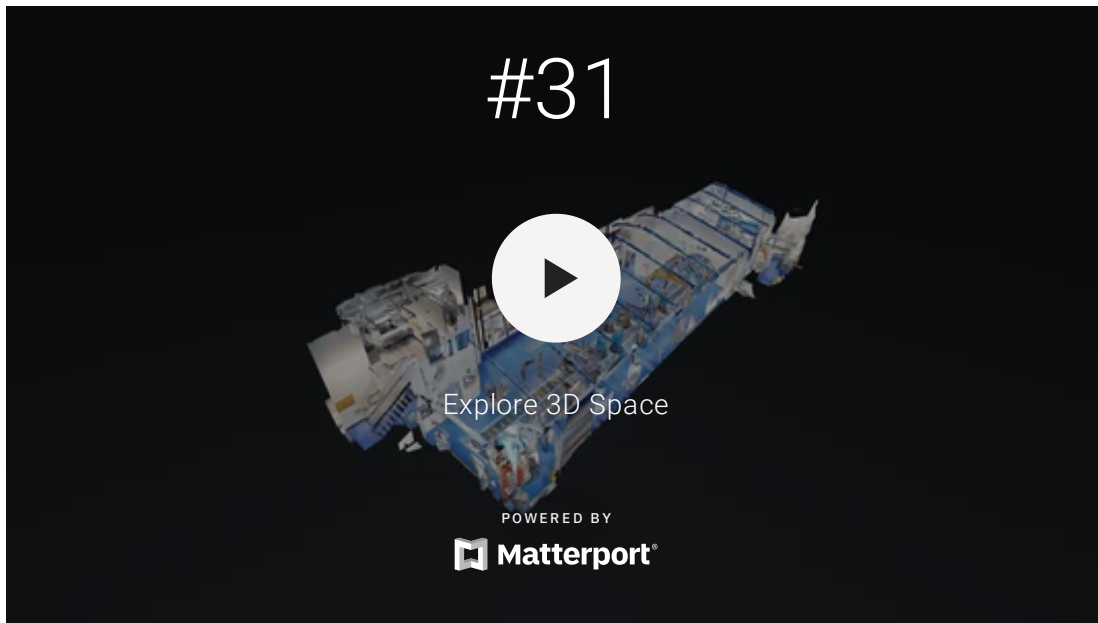
As reviewed in the "Attendance Policies" lesson, your team will take the opportunity to focus on cleaning your location during inclement weather days.

Explore TASE Activity

In this activity, you can explore a 3D model of TASE location #31, which is the Arundel Mills Auto Spa Express in Hanover, MD. Please note that while your location layout may not be exactly the same, it will have all of the same elements, from the cashier's window to the self-service area. As you explore, take note of the location's well-maintained appearance!

To start, click on the play button and then double click on the 3D model to enter. To switch between the first and second floor of the model, click the icon at the bottom left corner with three squares stacked on top of each other.

MATTERPORT



#31 TASE

Matterport 3D Showcase.

VIEW ON MATTERPORT >

Continue to Next Lesson

Team Communication

Lesson Objectives

This lesson will review how to contact your team members from anywhere at your TASE location. You will understand:

- Why your location uses two-way radios and earpieces
- How to properly code messages over the radio

Communication Through Two-Way Radios

Managers are constantly moving around your TASE location, so the best form of communication is two-way radios. These radios are only used to communicate information about your TASE location, such as when you need to contact your manager about a customer or a car. These radios should not be used for personal conversations, such as chatting with your team members.

Your radio is paired with an earpiece to help you hear radio messages more easily. It's important to remember, though, that customers can still hear your end of the radio message. So, make sure to always maintain professionalism! In the image below, you can see a TASE loader with an earpiece in their ear and radio on their hip.



How to Encode Messages Over the Radio

Along with maintaining professionalism, it's important to code your message when using your radio. When applicable, encoding your message can help prevent customers from becoming alarmed, such as if there has been an accident in the tunnel. The general code format is described in the steps below:

- 1 Identify yourself by your position title, whether that's cashier, loader, or courtesy attendant
 - 2 Identify the person you are trying to contact by their position title, such as your manager
 - 3 Wait for the person you are trying to contact to respond that they are ready for your message
 - 4 Share your message; please note that if you need a restroom break, you will ask for a "position break"
-

Examples of Radio Codes

Below are some examples of team members using codes over their radios. As you explore, take note of how each example demonstrates the coding guidelines described above.

EXAMPLE #1

Cashier: "Cashier to manager."

MOD: "Go ahead."

Cashier: "I have a customer who needs to see you."

MOD: "I will be there in a moment."

EXAMPLE #2

EXAMPLE #1

EXAMPLE #2

Courtesy Attendant: "Courtesy attendant to manager."

MOD: "Go ahead."

Cashier Attendant: "What is your location?"

MOD: "Tunnel area."



Complete the content above before moving on.

The Customer Experience

Lesson Objectives

This lesson will review the customer's overall experience at your TASE location. You will understand:

- The customer experience for both members and non-members
- How all non-management positions work together to support the customer experience



Customer Experience Flow

In the activity below, you will explore the overall experience for customers at your TASE location, from the moment they arrive to the moment they drive away.

The Customer Experience

Click the blue “Start“ button below to review how customers, both members and non-members, interact with your TASE location. Also, please take note of how all of the non-management positions work together to help facilitate the customer experience. The non-management positions are the cashiers, loaders, and courtesy attendants, and you will be cross-trained to be able to serve in any of these roles as needed.

Step 1

The customer enters your TASE location.



Sometimes, your location will need to manage traffic flow during busy times. Managing traffic helps provide a better start to the customer's experience and maintain positive relationships with neighboring businesses.

Step 2

The customer chooses a lane.



If the customer is new, or if they are returning and do not have a membership yet, they will use the “Cashier” lane only. If the customer is a member, they can choose to use either the Cashier lane or the “Monthly Club” lane, which is an express lane reserved for members. If a member chooses to use the Monthly Club lane, they will use a self-service pay station instead of providing payment to the cashier.

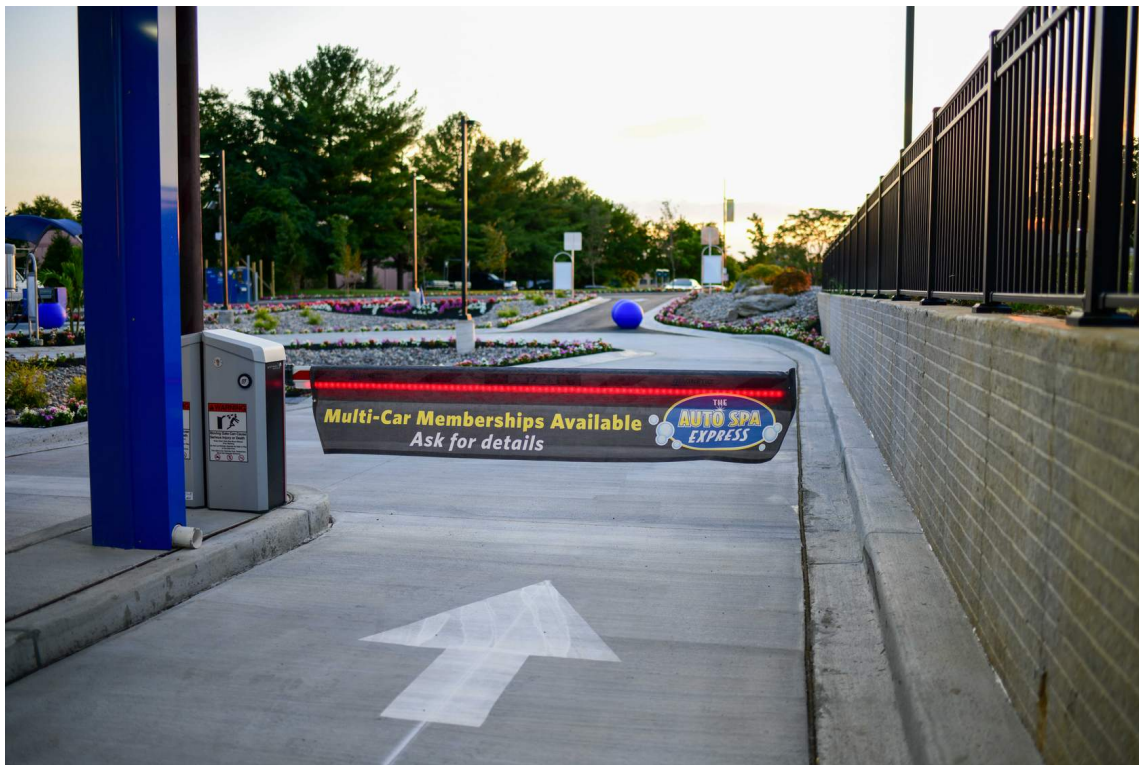
Step 3

If the customer has chosen the Cashier lane, the cashier greets the customer, assists with service selection, and collects payment.



Step 4

After the customer has selected and paid for their wash, the gate at the end of the lane will open.



Step 5

The customer drives to the entrance of the wash tunnel.



Step 6

The loader, stationed near the entrance, helps the customer safely enter the wash tunnel.



Step 7

In the wash tunnel, the customer's car is first soaped up and washed.



Step 8

The customer's car is then rinsed off and, based on their car wash selection, the applicable treatments are applied.



Step 9

At the end of the wash tunnel, the customer's car is dried off.



Step 10

The customer exits the wash tunnel.



Step 11

The customer has the option to use the self-service area.



The self-service area includes amenities that the customer can use as a part of the cost of their wash. These amenities include vacuums, floor mat cleaners, air hoses, and MicroFiber towels.

Step 12

If the customer decides to use the self-service area, the courtesy attendant will assist as needed.



Once the customer is finished using the self-service area, they leave the premises.



Complete the content above before moving on.

Car Wash & Membership Options

Lesson Objectives

This lesson will review the services offered at your TASE location. You will understand:

- The different car wash options available to customers
 - Key definitions for the services within each car wash option
 - The different monthly membership options available to customers
-

Car Wash Services Menu

As reviewed in the previous lesson, the cashier helps the customer select their service at the cashier window. The cashier presents the customer with a menu that displays the four different car washes and four membership options at your TASE location, as seen in the image below.



The Car Wash Options In-Depth

The four car wash options offered at TASE are Basic, Standard, Deluxe, and Super. To learn more about what is offered in each wash, click on each “+” icon on the service menu below. Please scroll to the bottom of the service menu and start with the Basic wash, working your way up to see how each wash builds off each other. Additionally, please note that the prices in the service menu below may not reflect the current prices at your location.

- CERAMIC HOT WAX
- FIRE ICE
- RAINBOW COAT™
- TIRE GLOSS
- 3-Step Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$26

BEST VALUE!

\$41.99

Monthly Membership

- RAINBOW COAT™
- TIRE GLOSS
- 3-Step Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$21

\$36.99

Monthly Membership

- Basic Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$16

\$31.99

Monthly Membership

- Basic Exterior Wash

\$11

\$26.99

Monthly Membership

	BASIC	STANDARD	DELUXE	SUPER
3 mo.	\$77.00	\$91.00	\$105.00	\$120.00
6 mo.	\$154.00	\$182.00	\$210.00	\$240.00
12 mo.	\$308.00	\$364.00	\$420.00	\$480.00

TAS 72



SUPER

- CERAMIC HOT WAX
- FIRE&ICE
- RAINBOW COAT™
- TIRE GLOSS
- 3-Step Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$26

BEST VALUE!

\$41.99

Monthly Membership

DELUXE

- RAINBOW COAT™
- TIRE GLOSS
- 3-Step Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$21

\$36.99

Monthly Membership

STANDARD

- Basic Wheel Cleaning
- UV Body Protectant
- Underbody Flush

\$16

\$31.99

Monthly Membership

BASIC

- Basic Exterior Wash

\$11

\$26.99

Monthly Membership

	BASIC	STANDARD	DELUXE	SUPER
3 mo.	\$77.00	\$91.00	\$105.00	\$120.00
6 mo.	\$154.00	\$182.00	\$210.00	\$240.00
12 mo.	\$308.00	\$364.00	\$420.00	\$480.00

TA572

Super Wash

This wash includes everything from the Deluxe wash, and also:

- Ceramic Hot Wax: A high foaming polish infused with ceramic to enhance shine and protect the vehicle against water, UV damage, mildew, bird dropping, acid rain, tree gum, road tar, graffiti & minor scratches.
- Fire & Ice: A polishing conditioner that helps provide prolonged shine and a protectant shield that repels dirt, water, and other debris.



SUPER <ul style="list-style-type: none">CERAMIC HOT WAXFINESICERAINBOW COAT™TIRE GLOSS3-Step Wheel CleaningUV Body ProtectantUnderbody Flush	\$26 <small>BEST VALUE!</small> \$41.99 Monthly Membership
DELUXE <ul style="list-style-type: none">RAINBOW COAT™FINESICE3-Step Wheel CleaningUV Body ProtectantUnderbody Flush	\$21 \$36.99 Monthly Membership
STANDARD <ul style="list-style-type: none">Basic Wheel CleaningUV Body ProtectantUnderbody Flush	\$16 \$31.99 Monthly Membership
BASIC <ul style="list-style-type: none">Basic Exterior Wash	\$11 \$26.99 Monthly Membership

	BASIC	STANDARD	DELUXE	SUPER
3 mo.	\$77.00	\$91.00	\$105.00	\$120.00
6 mo.	\$154.00	\$182.00	\$210.00	\$240.00
12 mo.	\$308.00	\$364.00	\$420.00	\$480.00

TAS 72

Standard Wash

This wash includes everything from the Basic wash, and also:

- Basic Wheel Cleaning
- UV Body Protectant: A liquid protectant is protecting the vehicle surface from harmful UV rays that can cause both fading and oxidation.
- Underbody Flush: Underbody wash performed in the tunnel.



	BASIC	STANDARD	DELUXE	SUPER
3 mo.	\$77.00	\$91.00	\$105.00	\$120.00
6 mo.	\$154.00	\$182.00	\$210.00	\$240.00
12 mo.	\$308.00	\$364.00	\$420.00	\$480.00

Deluxe Wash

This wash includes everything from the Standard wash, and also:

- **Rainbow Coat:** A foaming, scented conditioner that improves the vehicle cleaning and rinsing process. This is what provides the fun colors foam you see as you drive through a car wash!
- **Tire Gloss:** A chemical applied to the tires to give them a glossy appearance.
- **3-Step Wheel Cleaning:** A chemical pre-treatment, high pressure water, and microfiber cloth process that dissolves any brake dust and dirt on wheels. This cleaning replaces the Basic Wheel Cleaning from the Standard wash.

Monthly Memberships

Our monthly membership program is critical to the success of our TASE locations! These monthly memberships provide exceptional value and help set us apart from many of our competitors. The benefits of a monthly membership include:

- A car wash once-a-day, every day the membership is active for one low price
- Use of the members-only express Monthly Club lane, which we saw in the previous lesson
- A license plate reader that quickly recognizing the customer's vehicle and helps provide the customer with a faster experience
- No contracts; customers can either pay month-to-month or in full for 3-, 6-, and 12-month memberships
- Hassle-free credit card billing where the customer's credit card is charged automatically throughout each month of their membership
- \$20 off every oil change the customer receives at a The Lube Center (TLC) location
- \$50 off any service or the purchase of two or more tires at a The Auto Repair (TAR) location

Your TASE location offers four monthly membership options that correspond with our four wash service options. So, the basic membership includes a basic car wash every day, the standard membership includes a standard wash, the deluxe membership includes a deluxe wash, and the super membership includes a super wash. Depending on the membership level, the membership pays for itself in as little as 2 washes.

As a bonus, all WLR employees are eligible for a free super membership or half off a deluxe membership. To take advantage of this benefit, employees will fill in their vehicle information and membership selection on ADP Workforce Now.



Complete the content above before moving on.

Customer Service

Lesson Objectives

This lesson will review best practices for communicating with our customers. You will understand:

- The importance of excellent customer service at your TASE location
- Characteristics of effective communication with customers
- The importance of nonverbal communication
- How to handle customers' concerns and complaints
- How to answer phone calls from customers

The Importance of Customer Service

Over the years, we have figured out that both new and returning customers visit our TASE locations for an exceptional experience, from the moment they enter to the moment they drive away. Of course we have our high-value membership options and beautiful, clean facilities, but customer satisfaction is the foundation of achieving

growth and profitability. It all starts with exceptional customer service and always putting the customer first!



Occasionally, a customer may tip an employee for providing excellent customer service. Any tips that an individual employee receives are for that employee to keep.

Communicating with Customers

Communication is essential to the success of our business. Every person that steps into your TASE location should feel welcomed and valued. Click the tabs below to explore some key characteristics of effective communication.

Be Professional —

Being professional can include:

- Talking to a customer who is waiting. In our business, it's sometimes difficult to prevent customers from waiting in lines. So, when necessary, it's important to communicate wait times to customers. An informed customer is a happy customer!
- Remembering that customers can hear you when using two-way radios and earpieces. Don't say anything you wouldn't want the customer to hear!

Be Courteous —

Being courteous can include:

- Greeting the customer with a warm and friendly welcome. Make sure to turn the customer's first impression into a positive, lasting impression!
- Using polite phrases like "my pleasure" and "thank you"
- Showing the customer that you care. The customer should always feel that we value their business and that they are truly appreciated.

Be Enthusiastic & Energetic —

Being enthusiastic and energetic can include:

- Asking the customer if you can assist them in any way
- Going above and beyond. Think of other ways you can provide excellent service!

Be Confident —

Being confident can include:

- Speaking clearly
- Genuinely listening to customers' questions, feedback, and/or concerns. Take initiative to resolve any issues that you can.

Nonverbal Communication

Verbal communication consists of the words you use to communicate with others. In contrast, nonverbal communication includes elements like your body language, facial expression, and the tone of your voice when communicating. Body language alone makes up 55% of our overall communication, meaning it can have a greater impact than verbal communication with customers! Review the examples below of positive and negative nonverbal communication.

POSITIVE NONVERBAL COMMUNICATION

NEGATIVE VERBAL COMMUNICATION

Examples of positive nonverbal communication include:

- Smiling!
- Using a respectful and empathetic tone of voice
- Providing clear hand signals when guiding a customer and their vehicle into the wash tunnel

POSITIVE NONVERBAL COMMUNICATION

NEGATIVE VERBAL COMMUNICATION

Examples of negative nonverbal communication include:

- Leaning in an unprofessional manner, such as on a wall or the cashier counter
- Sitting on rocks in the prep area at the entrance of the wash tunnel
- Using customer seating areas, such as customer benches

Customer Concerns

If a customer is dissatisfied with their service or notifies you of an issue with the quality of their service, please keep the following guidelines in mind:

- Listen to the customer's concerns completely before deciding your next step of action. It's also important to remember that customer concerns are not personal attacks, so do not take complaints personally or get defensive.
- If you feel comfortable handling a customer's concern yourself, such as if the issue can be resolved with a free rewash, then handle the issue yourself without involving your MOD.
- If the issue is something you do not feel comfortable with handling, such as if a customer's vehicle has damage, contact your MOD as needed, as managers receive additional training to handle such issues.

Handling Customer Phone Calls

While cashiers are typically responsible for answering the phone, there may be times when other positions need to step in and take customer calls. All phone calls should be answered within three rings, and the standard phone greeting is, "Thank you for calling the (your location name) Auto Spa Express, this is (your first name), how may I help you?" So, an example of a standard phone greeting is, "Thank you for calling the Bel Air Auto Spa Express, this is John, how many I help you?"

Just as you would when communicating with customers in-person, make sure to practice positive communication practices while speaking on the phone. This can include always answering the phone in a pleasant and professional manner, being courteous through using polite phrases, and smiling while speaking.



Complete the content above before moving on.

Module 2 Summary



What You Learned in Module 2

Below is a summary of the key concepts you reviewed in each lesson of Module 2. If there are any concepts that you are not confident with, now is the time to re-review the lesson content before moving onto Module 3.

Location Appearance

In the lesson “Location Appearance,” you learned:

- The importance of your location’s appearance
- Expectations of your role in maintaining location appearance

Team Communication

In the lesson “Team Communication,” you learned:

- Why your team uses two-way radios and earpieces
- How to properly code radio messages

The Customer Experience

In the lesson “The Customer Experience,” you learned:

- The overall customer experience at your TASE location
- The customer experience for both members and non-members
- How non-management positions work together to support the customer experience

Car Wash & Membership Options

In the lesson “Car Wash & Membership Options,” you learned:

- The different car wash options available
- Key definitions for services within each car wash option
- The different monthly membership options available

Customer Service

In the lesson “Customer Service,” you learned:

- The importance of excellent customer service
- Characteristics of effective communication with customers
- The importance of nonverbal communication
- How to handle customers' concerns and complaints
- How to answer phone calls from customers



Complete the content above before moving on.

Module 3 Overview



What You Will Learn in Module 3

In this module, you will review basic safety information and procedures at your TASE location. You will understand:

- The importance of preventing accidents and warranties
- Best practices for promoting safety and what to do in the event of an accident
- How to use the safety features of the wash tunnel control panel

[Continue to First Lesson](#)

Preventing Accidents & Warranties

Lesson Objectives

This lesson will review introductory information about accidents and warranties. You will understand:

- The importance of preventing accidents and warranties
 - Your role in helping prevent accidents and warranties
-

Safety at Your TASE Location

Remember that our company purpose is to change lives, one neighbor at a time. Part of being a good neighbor is providing a safe environment for our employees, our customers, and their vehicles.

Your safety and the safety of our customers is our top priority. That's why being proactive and preventing accidents is always preferred over responding to accidents.

The next lesson of this course will provide more specific methods for promoting safety at your TASE location.

Preventing Warranties

Warranties occur when there is damage to a customer's vehicle, such as through an accident or malfunctioning wash tunnel equipment. Each of our locations uses equipment that has the potential to cause severe damage to a customer's vehicle. The company is liable for any intentional or unintentional damage that may occur at our locations. So, it's essential that all TASE employees help prevent damage to customer vehicles and our equipment. The best way to handle warranties is to prevent them, and the best way to prevent them is to follow proper procedures.

Throughout your training, you will learn position-specific procedures for avoiding warranty claims. Please make sure that you always follow these procedures!

Additionally, reach out to your MOD immediately if you ever hear equipment making unfamiliar sounds, notice equipment is not functioning properly, or are unsure whether a vehicle is safe to receive services.

Continue to Next Lesson

Safety Guidance

Lesson Objectives

This lesson will review general safety guidance and what to do in the event of an accident. You will understand:

- Basic safety principles for your TASE location
- What you should and shouldn't do if there's an accident
- What Safety Data Sheets (SDS) are and where to locate them

General Safety Guidance

Whether you're working with the wash tunnel, using any type of equipment, or are located anywhere at your TASE location, safety should be a top priority. Explore the tabs below to review safety tips relevant to all positions.

The Wash Tunnel —

Tips for working safely with the wash tunnel include:

- Don't clean the tunnel while customer vehicles are currently in the tunnel

- Be aware of anything that could cause an accident in the tunnel, such as a vehicle not in neutral or wiper blades running

Equipment —

Tips for working safely with any type of equipment include:

- Know the location of safety equipment. For example, the next lesson will review the location of safety controls for the wash tunnel
- Use all equipment and supplies according to proper procedures
- Make sure that all equipment is put back in its correct location following use

Your Overall Surroundings —

Tips for working safely throughout your day-to-day responsibilities include:

- Be aware of your surroundings at all times
- Observe safety signs
- Avoid obstructed views and pathways
- Clean up liquid or debris that may cause an accident

In the Event of An Accident

If an accident and/or injury has occurred at your location, refer to the guidance below on what you should and shouldn't do.

WHAT YOU SHOULD DO

WHAT YOU SHOULD NOT DO

- Ask customers and employees involved if they are okay
- Offer use of the restroom or lobby while the customer calms down
- Immediately notify the MOD or Managing Partner of the possible injury or warranty
- If necessary for any injuries, call 911
- Protect any damaged property or evidence from further damage
- If applicable, clean up any liquid or debris involved in the accident after the customer is out of the area and pictures have been taken

WHAT YOU SHOULD DO

WHAT YOU SHOULD NOT DO

- Admit responsibility or apologize for the accident
- Offer any medications, such as aspirin
- Offer payment for medical bills
- Move someone with a severe injury and/or incapable of moving
- Argue the cause of the accident with anyone, including the injured customer
- Discuss the accident with strangers in the following weeks

Safety Data Sheets

The Safety Data Sheets (SDS) provide procedures for handling and/or working with chemical substances in a safe manner. The Human Resources department maintains the SDS for all chemicals used at our locations.

If an employee or customer is exposed to a chemical, please refer to the applicable SDS. You can access the SDS on the desktop of any company computer by clicking the SDS icon. The SDS icon is a yellow triangle with an exclamation point, as seen in the image below. If an employee or customer is seeking medical care due to exposure to a chemical, your MOD will provide a hard copy of the applicable SDS.



Complete the content above before moving on.

Wash Tunnel Controls

Lesson Objectives

This lesson will review essential information about the safety features of the wash tunnel control panel. You will understand:

- Which control panel buttons relate to safety
 - When to use the safety features of the control panel
 - Where to find the control panels at your TASE location
-

The Wash Tunnel Control Panel

The control panel for the wash tunnel has a variety of buttons for different functions. To initiate any of the tunnel controls, simply push the appropriate button. As seen in the image below, you may recognize the names of each wash type (basic, standard, deluxe, and super), and some of the buttons relate to more specific scenarios, such as if a car is particularly muddy.

The buttons we will be focusing on right now are the safety features of the control panel, which are the “STOP”, “START”, and “PAUSE” buttons. To review the purpose of each button, click on each “+” icon.





Pause Button

The PAUSE button slows down the speed of the wash tunnel. This button can be used to address issues that do not require a complete shutdown of the tunnel. Such issues include if a customer is talking to a loader, if there's an issue with the customer's wipers, or if something needs to be removed from the customer's truck bed.



Emergency Stop Button

The STOP button immediately shuts down operation of the wash tunnel and should only be used in an emergency. An emergency can include a customer stepping on their brakes or a vehicle rolling backwards, which can result in a collision.



Start Button

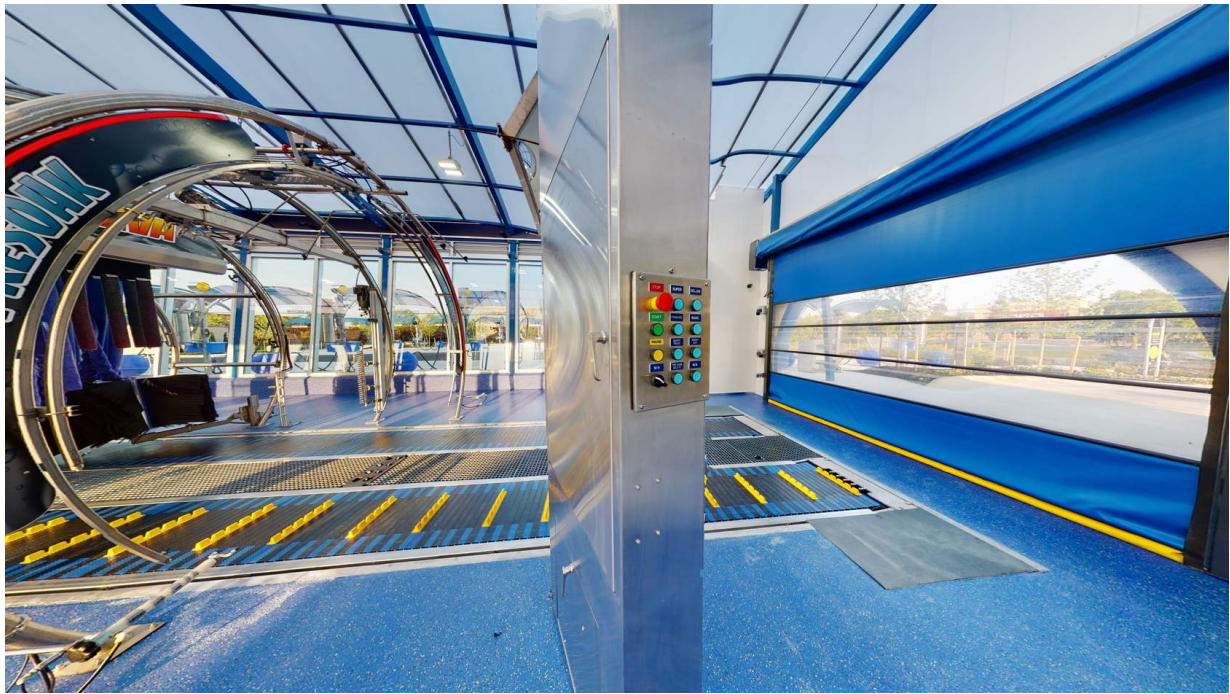
The START button restarts or resumes normal functioning of the wash tunnel.

Tunnel Control Panel Locations

At your TASE location, there are multiple places where you can access the wash tunnel safety features. Review the images below to see the three areas that contain these important safety buttons!

Control Panel at the Entrance of the Tunnel

At the entrance of the wash tunnel, there is a digital screen that helps the loader guide customers into the tunnel. On the side of the screen, there is a full set of tunnel controls, as seen in the image to the right.



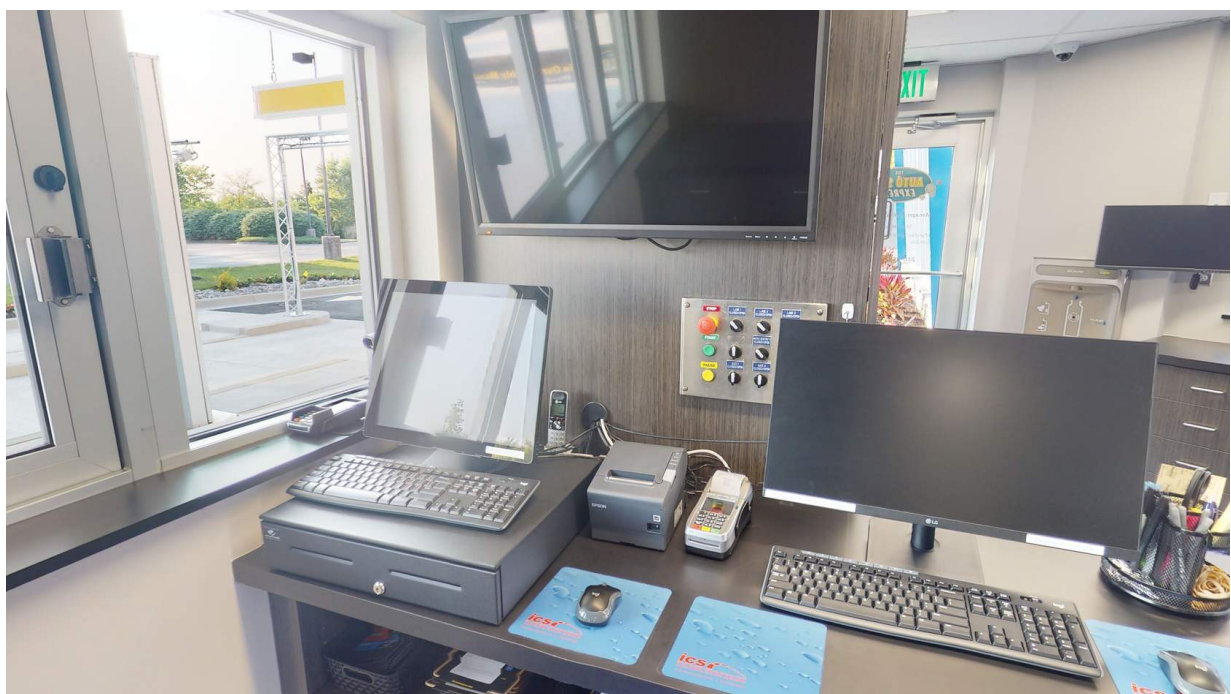
Control Panel on the Flight Deck

The Flight Deck, which has a variety of controls for the wash tunnel, includes another control panel. The Flight Deck overlooks the tunnel and is located in the cashier area. The control panel is located on the far right side of the Flight Deck, as seen in the image to the right.



Control Panel at the Cashier Window

The final control panel is located in the cashier area near the cashier window. The control panel is located specifically behind the register and the computer, as seen in the image to the right.





Complete the content above before moving on.

Module 3 Summary



What You Learned in Module 3

Below is a summary of the key concepts you reviewed in each lesson of Module 3. If there are any concepts that you are not confident with, now is the time to re-review the lesson content. Once you are ready to take the TASE Core Quiz, click the blue “X EXIT” button at the top right-hand corner of your screen to return to the Litmos course homepage.

Preventing Accidents & Warranties

In the lesson “Preventing Accidents & Warranties,” you learned:

- The importance of preventing accidents and warranties
- Your role in helping prevent accidents and warranties

Safety Guidance

In the lesson “Safety Guidance,” you learned:

- Basic safety principles for your TASE location
- What you should and shouldn’t do if there’s an accident
- What Safety Data Sheets (SDS) are and where to locate them

Wash Tunnel Controls

In the lesson “Wash Tunnel Controls,” you learned:

- Which control panel buttons relate to safety
- When to use the safety features of the control panel
- Where to find the control panels