

# **OPERATING STANDARDS (GAS STATION/CAR WASH)**

## **Operating Procedures**

The Dealer must:

- Be aware of governmental, health, safety and environmental regulations which apply to the operations of the Site.
- Be knowledgeable of all areas of operations in running the Site.
- Ensure that all staff understand the duties delegated to them.
- Keep all relevant records on the Site to prove that you have taken the necessary steps to comply with all applicable laws.

## **Service Standards**

The employees must:

- Make the customers feel welcome, and that their business is valued and appreciated.
- Serve the customers quickly and efficiently and in a professional and friendly manner.
- Provide outstanding service at all times.
- Be well trained in all steps in both the full service and self service standards.
- Be well groomed, clean and ready to meet customers. Uniforms must be clean, and appearance neat and tidy.

## **Quality**

The goal is to meet all of the customer's needs and expectations. To ensure consistent quality:

- The equipment onsite must be maintained in first-class operating condition.
- The interior of the station must be kept clean and tidy.
- The car wash must always have appropriate quantities of soaps and solutions , and fresh clean or recycled water.
- The car wash must not use acid base chemicals that can damage vehicle surfaces.
- Signage must be professionally prepared – no handwritten signs are to be used except for those posted on bulletin boards.
- Signage and displays must be kept clean and in good repair.
- Signs and merchandise displays must not block the staff's line of vision to the pumps or to retail sales areas.
- Pump toppers and frames must be kept clean and in good repair.

**THIS IS A 5-PAGE DOCUMENT.**