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## Guiding Cars on to the Conveyor

To ensure the safety of yourself, your co-workers, and the customer carefully follow the procedures and precautions below.

**IMPORTANT!** A car or truck that weighs several tons can be very dangerous. Be alert and pay attention to the customer at all times.

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**TIP** If you ever get the sense that a customer is out of control stop the conveyor and do whatever it takes to get their attention. Most customers that are out of control are not paying attention to your directions.

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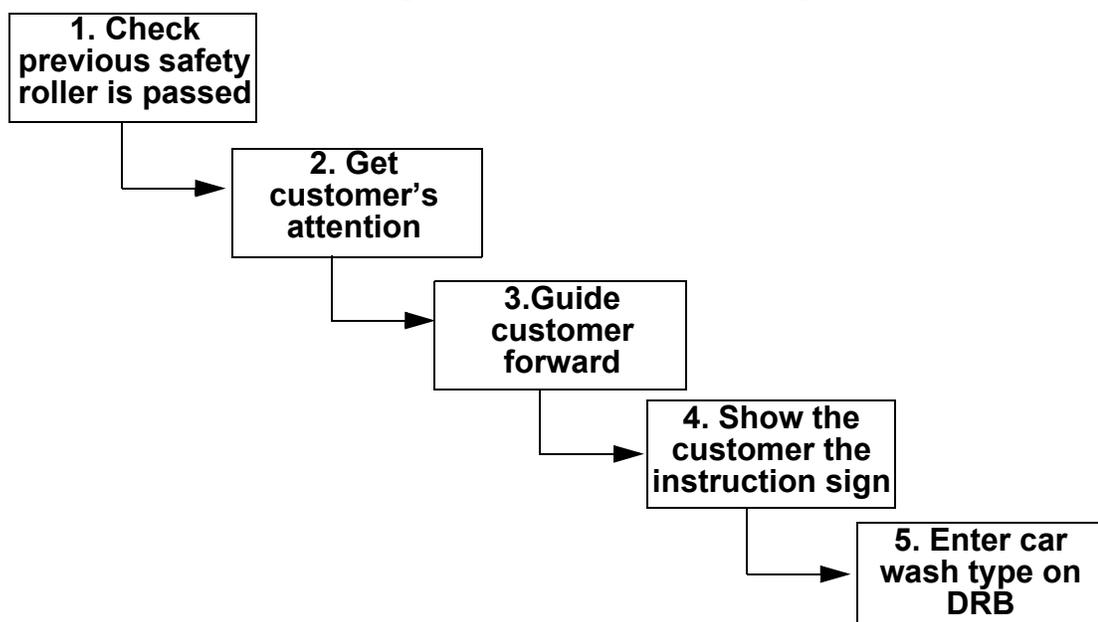
Be sure the customer does the following when the car is on the conveyor:

- ✓ Car in Neutral
- ✓ Brakes Off
- ✓ Hands off Steering Wheel

### Before you Begin to Guide a car onto the Conveyor

- 1 Lower all retractable antennas, manual and electric. and remove car phone antennas by unscrewing them by hand. If an antenna will not lower, or a car phone antenna can not be removed, tell the customer that we can not be responsible for damage, and they wash at their own risk.
- 2 Check pickup beds for loose items. These are dangerous and not allowed in the car wash.
- 3 Check the vehicle for damage. Point out any existing damage to the customer before the wash to be sure he knows it is there. Do not wash cars with heavy damage, since they could be damaged further in the wash.
- 4 Cover all rear wiper arms with a wiper arm bag.

### Process flow for Guiding a Car onto the Conveyor



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## To Guide a Car onto the Conveyor

- 1 Check that the safety roller from the previous car is out of the way.  
There are two rollers that come up for each car the first roller pushes the car, while the second roller is referred to as the safety roller. The safety roller keeps two cars from hitting in case the car rolls back over the first roller.
- 2 Get the customer's attention so that you can guide the customer onto the conveyor.  
Do not yell or scream. Remember, people can't see in two directions at once.
- 3 Guide the customer forward slowly so that the car's tires stay between the guide rails with the inside tire close to, but not touching the conveyor rail.

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**NOTE** If a tire touches the guide rail it will not damage the car or the tire, but it may startle the customer. Calmly redirect the customer in the correct direction to reassure him.

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While facing the customer, use your left hand to motion the car to the left or right, and forward. Use your left hand to stop the car as well. Guide the customer slowly forward until the rear tire is approximately one (1) foot past the roller door, then stop the car with your left hand.

- 4 Point to the instruction sign by sweeping your hand left to right under the sign.

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**NOTE** The sign instructs the customer to put the gear in neutral, take his foot off the brakes, and stop steering. Watch the customer's eyes to make sure they are looking at the sign. Watch the customer very carefully at this point and make sure he is following the instructions have been followed.

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If the customer is having a problem such as gear in park, foot on brakes, etc. show the customer what to do again. **BE POLITE!**

- 5 Enter the car wash type written on the windshield to the DRB. A roller is called and the car wash process begins.