

BUILD BETTER CAR WASH MANAGERS

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The Role of Manager

- Ensure efficient operation of the location/branch
- Lead and motivate the team
- Customer satisfaction and service
- Achieve company goals and KPIs



Successful attributes of a manager

- Positive attitude
- Communication skills
- Customer service skills
- Mechanically inclined
- Ability to multi-task and prioritize tasks





FROM “DO-ING” TO “LEADING”



TALENT MANAGEMENT

CAN EFFECTIVELY HIRE, ONBOARD, COACH AND ACHIEVE OUTSTANDING PERFORMANCE FROM HIS/HER EMPLOYEE TEAM

FINANCE & OPERATIONS

FOLLOWS AND DEVELOPS SOPS, UNDERSTANDS BUSINESS OPERATIONS AND FINANCIAL PROCESSES

CERTIFIED CAR WASH MANAGER



LEADERSHIP

EXHIBITS SELF AWARENESS AND EMOTIONAL INTELLIGENCE TO EFFECTIVELY LEAD HIS/HER SITE AND TEAM

COMMUNICATION & SERVICE

DELIVERS CONSISTENT EXCELLENT SERVICE AND CAN EFFECTIVELY COMMUNICATE TO CUSTOMERS, STAFF AND VENDORS

SALES & MARKETING

IDENTIFIES STRATEGIES TO EFFECTIVELY MARKET THEIR SITE AND IS A COMMUNITY STEWARD

TALENT MANAGEMENT



Key Competencies

- Recruitment, selection and termination
- Onboarding and training
- Labor scheduling and management
- Implement human resources policies and procedures
- Goal setting
- Performance management



**COMMUNICATION &
CUSTOMER
SERVICE**



Key Competencies

- Communication skills (verbal and non-verbal)
- Deliver exceptional customer service
- Communicate conflict effectively (damage claims and incident reporting)
- Consistent and appropriate vendor relations



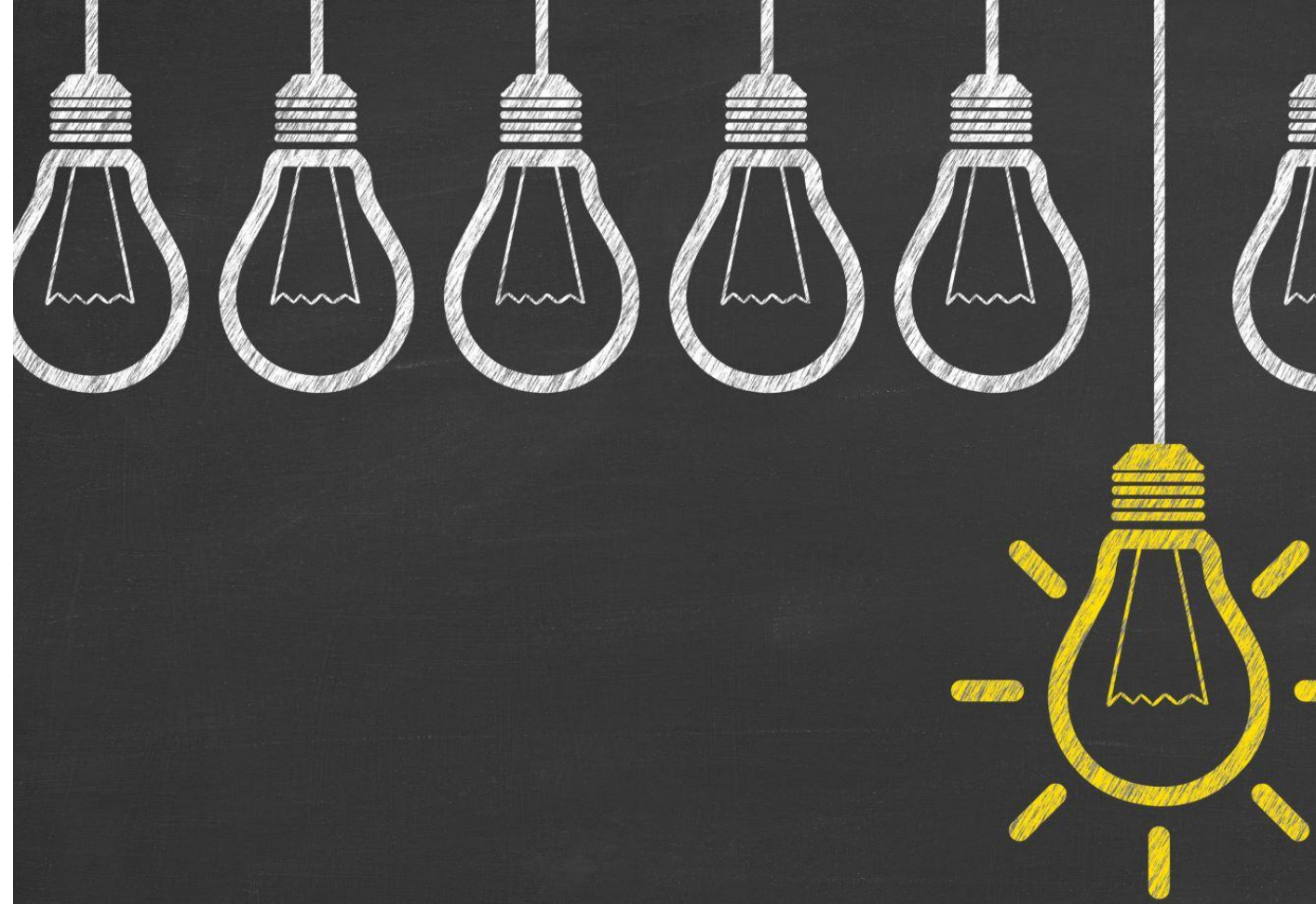


SALES & MARKETING

GET MORE
CUSTOMER

Key Competencies

- Manage and implement site sales and marketing programs
- Use and respond to social media in support of sales and marketing strategies
- Be active and visible in the local community



FINANCE & OPERATIONS



125,058	154,568	95,054	124,500
125,487	56,845	97,511	125,000
124,000	110,000	99,011	154,000
1450	150,000	99,216	95,000
	35,000	101,090	154,200
		101,684	110,000
		101,962	89,000
			50,000
			10,700

Key Competencies

- Demonstrate business acumen and financial management skills
- Maintain equipment and systems
- Monitor, implement and conform to standardized procedures
- Produce clean cars by following proper wash quality and chemistry guidelines
- Prepare for daily business requirements and priorities
- Implement and adhere to company safety and compliance requirements
- Manage required reports, documentation and expectations





LEADERSHIP

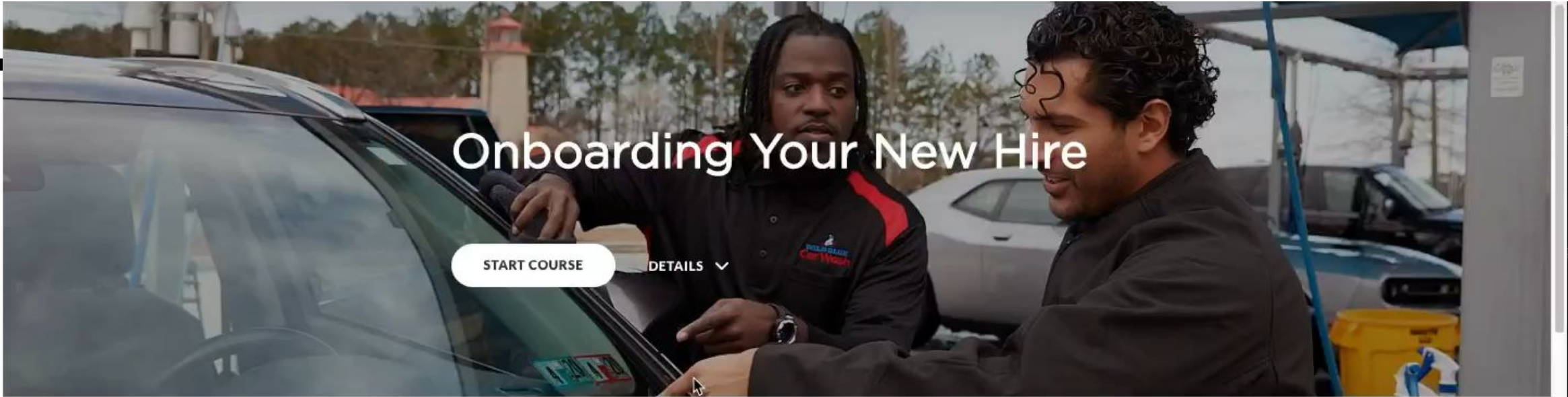
Key Competencies

- Manage personal time and projects efficiently and effectively
- Exhibit and apply proactive management and leadership skills to support employees and operations
- Optimize team effectiveness through continuous improvement and employee excellence strategies



SKILL BUILDING AND TRAINING





Onboarding Your New Hire

START COURSE

DETAILS ▾



This course discusses the importance of onboarding and outlines best practices for a successful onboarding program in your car wash.

QUESTIONS?

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