

New Employee Training Checklist

For Your Auto Detailing Business



DetailXPerts®

We bring the eco auto spa to you!

General (for all positions)

- Tour of workplace
- Fire safety, exit signs, and placement of fire extinguishers
- Signage for potential hazards, e.g. sign for wet floors after washing vehicles to avoid slips and falls
- First aid kit location
- Correct storage of auto detailing equipment to prevent trip hazards
- Keep walkways clear
- Bending and lifting techniques, correct posture at work stations
- Protective gear when using certain tools and equipment

Auto Detailers

- Labeling and storage of cleaning materials
- Correct usage of auto detailing tools and electric equipment
- Proper area ventilation when detailing a vehicle
- Company standards and procedures for proper interior and exterior cleaning of vehicles
- Insurance protection training – before and after photos, walking tour of vehicle with customer before and after service, etc.
- Application of different types of wax, polish, and protective coatings

Customer Service / Front Office

- ❑ Values, mission, and vision
- ❑ Goals of job role
- ❑ Company communication standards
- ❑ Responding to customer queries in a polite and professional way
- ❑ Auto detailing procedures, service packages, products – to enable employee to deliver adequate info when requested
- ❑ Appointment scheduling tools and management
- ❑ Feedback procedures and hierarchy of decision-making process

Managers

- Business workflow, team and tasks organization
- Daily operational checklist
- Task management software/productivity tool
- Inventory and supplies re-ordering procedures
- HR training
- Client accounts – B2B, repeat & loyal customers, incentives
- Team communication standards and tips
- Marketing responsibilities
- Employee rewards system (if applicable)



DetailXPerts Franchise Systems

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