



# CLOSE CALL CONTEST WINNERS

Date	Store	Winner	Close Call Reported
10/02	CAN 42	Brandon Aragon	While I was observing the backroom workflow, I noticed a tech dismounting a tire at the 3 o'clock position. Instantly I ask him to pause and asked what he is doing wrong. After a few moments, he adjusted his posture and continued to dismount the tire in a safer manner, in the 6 o'clock position. I modeled the best practice behavior and set the expectations.
10/09	COD 18	Tony Huynh	Saw both of my techs in bay side bolt on with both feet under the assembly while sitting on the floor. I stopped production, made them remove the assembly and re-installed with the proper technique and expressed the dangers. Re-installing assemblies with the correct & safe technique.
10/16	CAN 24	Jack McAuliffe	The service coordinator was about to pull a vehicle out of the bay. I noticed the jack was still in contact with the vehicle. Told the service coordinator to STOP! The technician never lowered & removed the jack after torquing the lugs. Had a coaching moment with the service coordinator & then the whole back room on the Best Practice of Pulling the Vehicle Out with my team. Reviewed the Best Practice of Pulling the Vehicle Out with my team.
10/23	CAN 24	Jack McAuliffe	I was walking around in the Bay area without safety glasses on and our Safety manager called me out for it on my first day. I went back to the room I left my safety glasses in, put them on, and went back to the bay area with the correct PPE.
10/30	CAN 02	Gregory Johnson	Customer was backing out of the air check bay without a guide. Explained to employee why we must always guide customers out of any bay.
11/06	CAN 19	Aidan McCrary	Service coordinator started to turn before guide instructed them to do so. Coordinator thought the guide changed signals which almost caused them to back into a vehicle. Informed them to communicate with the guide if they are unsure of the direction given while backing out.