

OBSERVE AND COACH

AIR CHECK BEST PRACTICE UPDATE

Employee politely asks customer to turn off their engine before starting an air-check



	SAFE	AT RISK
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For each **SAFE** observation

1. Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice.
2. Remind the employee about the safety benefits of having the customer turn off their ignition during an air check:
 - ! Eliminates need to walk in front of a running vehicle.
 - ! Less likely for an accident to occur.
 - ! Engine noise can make it difficult to communicate, especially with a mask on.

For each **AT RISK** observation

1. Use the information below to help coach the employee:
 - ! Asking the customer to turn off their engine before beginning service is a **CRITICAL TO SAFETY** Best Practice. Which means it **MUST** be done every time.
 - ! Having the customer turn off their engine during an air check aligns with our Best Practice to never stand or work in front of or behind a running vehicle.
 - ! Injuries and accidents occurred when customers have driven off or accidentally hit the accelerator while their air was being checked.
 - ! Asking customers turn off their engine during an air check was tested at several stores on days where the temperature was 109 degrees. Customers responded positively to the request. Many customers turned their engines off without being asked.