

OBSERVE AND COACH

Preparing Customers to Enter the Bay

Employee stands at the bay entrance and guides customer over. Employee shares hand signals, verifies the vehicle is lined up and the area in front of the vehicle is clear. Has customer honk 2x before guiding into the bay.



	SAFE	AT RISK
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For each **SAFE** observation

1. Praise the employee for following safe actions.
2. Remind the employee of the benefits of meeting the customer at the bay entrance.
 - ! Customers will be less likely to pull into the wrong bay where there may not be a guide present.
 - ! You can make sure the customer is lined up, share hand signals, and verify there is no one walking or working in front of the vehicle.

For each **AT RISK** observation

1. Use the information below to help coach the employee:
 - ! Always have an employee standing at the bay entrance to prevent customers from trying to pull into the wrong bay, where there's no guide present.
 - ! Making sure the vehicle is lined up and sharing your hand signals will help make the process much safer and less stressful for everyone involved.
 - ! Since 03/01/2020, there have been 35 accidents and close calls related to customers pulling their own vehicles in.