

Customers Pulling Vehicles Out of the Bay



CRITICAL TO
SAFETY

**Ask every Customer if they feel comfortable
pulling their own vehicle out of the bay**

- 1) Gain customers full attention.
- 2) Go over guide-out safety procedures and hand signals with every customer.
- 3) **Instruct customer to start vehicle only after:**
 - area in front of and behind vehicle is clear of employees and customers,
 - vehicle is completely lowered, and
 - blocks or jacks have been removed.
- 4) **Guide customer out of bay until the customer:**
 - comes to a complete stop, and
 - begins pulling forward making sure not to enter the path of the vehicle.

The Whys

- Never assume a customer wants to pull out their own vehicle.
- Most accidents that happen are a result of poor communication between the driver and the guide.
- Customers do not know our guide-out signals or procedures.
- Verifying everything is safe before instructing the customer to start the vehicle will help prevent accidents if the customer starts to move the vehicle before being instructed to do so.
- Staying with the customer until they are moving forward helps prevent accidents that can happen if the customer is reversing without a guide.