

Customers Pulling Vehicles into the Bay



CRITICAL TO
SAFETY

Ask every customer if they feel comfortable pulling their own vehicles into the bays

- 1) Stand off to the side of the bay entrance and stop every customer at the bay entrance before allowing them to pull in.
- 2) Gain customer's full attention.
- 3) Go over guide-in safety procedures and hand signals with every customer.
- 4) Clear area in front of and behind vehicle before guiding customer in.
- 5) Once in the bay, instruct customer to put vehicle in park and turn off ignition.
- 6) Have customer put keys in cup holder if staying in the vehicle.
- 7) Remind customer to watch their step when exiting the vehicle in the bays.

The Whys

- Never assume a customer waiting in their vehicle wants to pull in their own vehicle.
- Stopping the vehicle at the bay entrance allows you to make sure the vehicle is lined up properly and gives you time to make sure the area in front of the vehicle is clear.
- Most accidents that happen are a result of poor communication between the driver and the guide.
- Customers do not know our guide-in signals or procedures.
- Clearing the area in front of and behind the vehicle prevents the possibility for injury in the event the customer fails to stop.
- The vehicle must be placed in park to prevent it from rolling. Many customers think their vehicles should be placed in neutral.
- Removing keys from the ignition and placing them in the cupholder will help prevent the customer from accidentally starting the vehicle while it is being serviced. If the customer is exiting the vehicle, have them give their keys to you to prevent the keys from being locked in the car and allowing you to move the vehicle out of the bays if the customer cannot be found after the service has been completed.
- Lifts, lift blocks, and other tools can present a trip hazard for customers.