

## Store Standards – Customer Lounge Cleanliness

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### Introduction

The following guidelines will help you to provide an Inviting, Easy, and Safe environment for Our People and Our Customers. We understand that the way we present ourselves to the world is crucial to our success, and we believe that every aspect of our business, from the moment a customer arrives to the moment they leave, should reflect our commitment to excellence. By following the guidelines outlined in this document, we can ensure that our brand image remains consistent and our customers feel valued and appreciated every step of the way.

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### Expectations

Our Customer Lounge should be thoroughly cleaned before the store opens and spot cleaned throughout the day as needed.

Below are the standards for a clean Customer Lounge:

- Floors are clean and free of debris
- Trash cans are not more than 80% filled
- Windows, including their ledges, are clean and dust free
- All lighting is operational
- Air vents are clean
- Ceiling tiles are clean and undamaged
- Painted walls do not have marks or scuffs
- Personal items, such as food and drinks, are not visible to customers
- All surfaces (counters, sales pods, hospitality bar, etc.) are clean, free of clutter, and not damaged

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### Examples

Below are some examples of how the Customer Lounge should look every day.



### Questions

If you have any questions, contact [Daphne.Barnes@discounttire.com](mailto:Daphne.Barnes@discounttire.com)