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# **Methods of an Effective Car Wash Manager**

## **Definition of Management**

The act of getting people together to accomplish desired goals and objectives using available resources efficiently and effectively. Management comprises planning, organizing, staffing, leading or directing, and controlling an organization (a group of one or more people or entities) or effort for the purpose of accomplishing a goal.

## **Communication**

- Always carry a notepad
- Always write in your notepad
- Always follow up on what you wrote in your notepad
- Always communicate your agenda with other managers via the managers' log
- Always communicate effectively. It's better to over communicate than under communicate

## **Operations**

- Always have pre-shift meetings
- Always have a plan for the day
- Use the systems provided you to practice good planning
- Always be aware of proper procedure and require 100% compliance
- Always be aware of your ticket average
- Always be aware of your labor
- Always require 100% compliance to proper customer service practices
- Always practice and insist on good teamwork
- Always be aware of and know how to fix bottlenecks
- Always be aware of "next critical car" and have a handle on finishing area stacking
- Use the systems provided you to practice good time management
- "Aces in their places" when it's busy. Cross train when it's slow

## Facility

- Upon arrival, always drive around the lot to check for potential security issues
- Always walk around the lot to check for issues and trash
- Walk through the car wash tunnel at least once per hour making sure there are no problems
- Always maintain a clean and organized facility
- Always fix what is broken right away

## Leadership

- Eat the frog! On your daily to do list accomplish the item you least want to accomplish. It can't be any worse than eating a frog
- Always delegate tasks
- Always follow up on delegated tasks
- Always display a positive attitude even in the face of adversity
- Always give credit where credit is due
- Be complimentary of your staff EVERY time you see them doing something well
- Never discuss problems/issues below you or laterally. Always up
- Always keep your promises
- Always be open to constructive criticism. It will only help you
- Always accept responsibility
- Be in a constant state of improvement
- Never be afraid to admit you don't know something; then learn it
- Be sympathetic to employees' personal problems. It's effective in creating/maintaining a cohesive team
- Be ethical in EVERY decision you make
- Always practice and insist on good teamwork
- Always be aware of the energy in your facility and take steps to keep it upbeat
- Out of all the cultures, the culture of accountability is most important to consistency
- Always be early for a shift and always stay a little late
- Be a leader, not a boss
- Lead by example
- Think like an owner, not an employee
- Always remember that the measure of a true leader is how his/her facility functions when he/she isn't present