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“Costa Oil Cares” includes “SOP” Standard Operating Procedures to assist management in achieving and maintaining high performance and appearance standards.

NOTE** WAITING ROOM TASKS APPLY TO FACILITIES WITH WAITING ROOMS AND GUEST AREAS. FACILITIES WITH NO WAITING ROOMS CAN SKIP WAITING ROOM RELATED TASKS.

Action	Category	Description
111	Opening	Pre-Opening (Security Check)
112	Opening	Opening (Overall)
300	Downtime	Tidy Vehicle Information
301	Downtime	Podium Tidy Lounge
302	Downtime	Tidy Customer Restroom
303	Downtime	Tidy Lower Bay
304	Downtime	Tidy Upper Bay
305	Downtime	Tidy Employee Restroom
306	Downtime	Tidy Lot
307	Downtime	Tidy Office Hold “Open Bay”
308	Downtime	Sign
309	Downtime	Clean Lounge
310	Downtime	Clean Lounge Windows
311a	Downtime	Brew Coffee (Airpot)
311b	Downtime	Brew Coffee (Machine)
312	Downtime	Clean Customer Restroom
313	Downtime	Clean Employee Restroom
314	Downtime	Clean Lot
315	Downtime	Clean Bay Doors
316	Downtime	Clean Office
331	Downtime	Clean Storage Room
332	Downtime	Clean Upper Bay
333	Downtime	Clean Lower Bay
501	Closing	Closing

Pre-Opening (Security Check)

Objective To ensure that the building is safe to enter for customers and employees and to verify that the outside area is free from debris.

Duration: 3 - 5 minutes

Materials needed:

- Key and alarm code

Frequency: Daily

Timing: Prior to entering the store

Safety:

- Know location of a telephone
- Knowledge of building

Performed by: Opening manager

Activity Steps:

1. Drive or walk around the building and look for anything that appears out of the ordinary.
 - Do any windows appear broken?
 - Do doors or frames show any signs of forced entry?
 - Are any unusual lights left on or turned off?
 - Check to see if any ceiling tiles inside the store are hanging down or damaged, where someone may have entered through roof.
2. During pre-opening, if the answer to any of the above questions is “yes” do not enter the store; call your supervisor.
3. If answer is “no,” continue with opening.
4. Walk the grounds: check reader boards, signs, walls and lot for any debris or markings.
5. Unlock door and lock behind you once inside.
6. Immediately turn off alarm.
7. Turn on lights needed during working hours (on cloudy or rainy days, turn on exterior lights and signs).
8. Turn off any lights not needed during working hours.
9. Proceed to opening procedures.

Opening (Overall)

Objective To ensure service center is properly prepared and ready for business upon opening.

Duration: 60 minutes

Frequency: Daily

Timing: Opening

Performed by: Opening manager and one technician

Materials needed:

- Daily plan
- Access to POSnet (password current)
- Coffee, creamer, sugar and cups
- Combination to safe
- Daily Activity Board and marker (Operational Excellence stores only)
- Push broom / trash bags

Safety:

- Oil / slip resistant shoes
- Safety glasses
- Bump cap (when in lower bay)
- Nitrile gloves

Activity Steps:

1. Review daily paperwork for completeness in compliance with your entity's guidelines.
2. For Operational Excellence service centers, and:
 - a. Verify Daily Activity Board was completed at closing
 - b. Assign FTT to complete the Daily Activity Board
 - c. Assign positions to each employee (UB LB CCR)
3. Review any communications left by the closing manger.
4. Open POS
5. Open Outlook and review e-mail
6. Verify daily message in POS.
7. Verify cleanliness of customer lounge and restrooms
8. Check and verify cleanliness and tidiness of upper bay floors, ceilings, walls, and bay terminal and vehicle information podiums (refer to Standards for Excellence 31-39).



9. Make coffee
10. Pre-position ancillary machines.
11. Verify the cleanliness of storage areas
12. (blank)
13. Verify oil level in compressor and drain valve is closed.
14. Turn on compressor(s).
15. Verify the cleanliness of the lower bay
16. Check filter stock (oil, air and cabin air filters).
17. Conduct Customer Rally
18. Unlock doors and fire exits.
19. Open all bay doors using proper lifting techniques.
20. If customers arrive before opening, acknowledge them immediately and serve them as soon as possible –do not greet until security needs are met.
21. Greet customers and have a good day!