Costa Oil Train Guide

Date Completed: _____

Technician: _____

Trainer: _____

- Ensure the trainee has read the Top-side Procedure
- Show the trainee the top-side layout including:
  - Where tools are kept
  - Location of PPE
- Familiarize the trainee with the location of equipment and fluids and best practices for handling these items. For example:
  - Don't swing the air chuck.
  - When moving this machine, push/ pull it this way.
- Demonstrate and practice clear hand signals.

  Explain why clear hand signals are so important for safety.
- Explain the purpose of the yellow safety lines, the blue line (if applicable) and where to stand while guiding a vehicle in on each bay (some bays may be different due to podiums, doors, etc).
- Explain the difference between a regular valve stem and a TPMS valve stem. Never force a valve cap off a TPMS stem.«. -l
- Explain when/how to properly use a 'Double-check.'
  - Explain the importance and responsibility in doing seconds correctly to ensure safety, quality of service, prevent service failures, customer retention, and speed
- Show respect
- Break large processes into smaller chunks
- Be patient and flexible
- Listen
- Set clear expectations
- Ask questions to measure comprehension
- NEVER teach a shortcut
- Give positive feedback

Fluids

- Demonstrate the proper way to use a coolant hydrometer if the guest requests a temperate reading.
- Explain where fluids will be located on almost all vehicles.
  - Brake fluid in front of driver
  - Power steering toward the front of the engine near drive b.
  - Washer fluid rear the passenger or driver's side fenders
  - Coolant in the front of the vehicle (the reservoir may be located near the fenders or near the washer fluid) to unlock them correctly.
- Demonstrate how to properly remove sensors and hoses from I r filter boxes and explain the importance of installing these parts correctly after the service.
- Have the trainee practice using the battery tester on old core batteries so they understand how the menus are arranged.
- Demonstrate the SIX-FINGER method for removing coolant cap,
- A best practice is to have the trainee demonstrate the procedure I on a vehicle that as cooled down, like their own vehicle.
- Demonstrate how to recognize an oil pressure gauge and oil light.

- A best practice is to allow the oil light or gauge to read pressure for 3 seconds before calling out oil pressure.
- Demonstrate where to find the reset procedure for the oil light
- Explain why the ipstick should not be held inside the guest's window area when verifying the oil level.

Multiple Vehicles

- Demonstrate the acceptable points to begin work on a second vehicle.
- Explain the importance of helping the bottom-side technician
- Explain the importance of ensuring the first vehicle in leaves first

Store Orientation Checklist for New Employees

Duration	25 Minutes
Frequency	First day at the store for any new oil changer
Timing	Beginning of shift
Performed by:	Manager on duty, or other assigned member of management
Materials Needed:	• Store Orientation Checklist • Pen • Clipboard
PPE	• Oil/slip resistant shoes • Safety Glasses • Bump Caps (in lower bay)

The Report

1. The left side of the report covers the basic information a new employee should experience first thing upon arrival, such as introductions to the team, set up in the computer systems, and basic safety issues they need to be aware of as they navigate through the location.
2. The right side of the report covers more detailed information regarding the locations of different items within the store, designated areas for smoking, etc..., and the locations, use and importance of the various policies and procedures in use at the location.

The Process

1. The designated member of management should welcome the new employee and escort them throughout store, covering all aspects of the for
2. The Manager and the new employee should initial of each item as they f cover them.
3. Checklist should be placed in the employee's Store Training Folder.

Costa Oil New Employees Checklist

	INITIALS		Date
	SM	OC	
Welcome to Costa Oil • Introductions • Explanation of the different jobs within the store			
POS & Timestation Setup • Usernames and passwords • Clocking in and out • Accessing Timestation **Communication Board** • Schedules • Store hours of operation • Intro to KPI's (explanation to come • later) **Location/use of PPE**			

• Eye Protection • Burn Sleeves • Bump caps • Other Misc.			
Bay Safety • Escorting Customers Safely • Use and Importance of Bay Nets **Don'ts** • Jump over bay openings • Step on tire rotation lifts			
Eye Wash Stations • Location • Use and Importance **First Aid Kit** • Location **Fire Extinguishers** • Location • Use and Importance **Review Evacuation Plan** • Fire Escape Map • Meeting Location **MSDS binder** • Location • Use and Importance			
Lounge Intro. & Policy • Lounge restroom (customers only) **Office Intro. & Policy** • Essential personnel only **Back Room Intro & Policy** • Employee restroom			
Break Room Intro. & Policy			

• Only designated eating area			
Upper Bay Introduction • Tools & Equipment • Inventory placement **Lower Bay Introduction** • Tools & Equipment • Inventory placement			
Back Lot • Employee parking area • Dumpster-trash and recycling • Designated Smoking Area			
Used Oil Disposal **Used Antifreeze Disposal** **Waste** **Water Disposal**			
Spill Kit Location and Usage			
Sump Pump • Location & importance			
Costa Oil Employee Handbook • Location(s), Use and Importance **Guide To Excellence** • Location(s), Use and Importance			
Activity Board Explanation **No Handles Policy**			
5 Foot Rule			
Uniform appearance policy • Name tags			
Bay Door Policy • Inclement Weather			

This area can be used to outline any store specific information Management would like to share with a new team member.

WELCOME TO COSTA OIL - 10 MINUTE OIL CHANGE!

6 KEY CUSTOMER INTERACTION POINTS FOR OWNERS

COSTA OIL
10 MINUTE OIL CHANGE
FOUNDING PARTNER

The site approach - Give your kiosk a first class, professional look by using curb sleeves and clear directional signs. Keep the driveway clear of debris and litter.

The greeting - Make a good first impression by greeting your customer within 10 seconds of their arrival, even if it's just with a smile and a wave. Use greeter scripts and deliver your message with a smile on your face.

The service presentation - Use greeter scripts to deliver the Costa Oil® segmentation message to your customers. Promotional tear pads can be used to present special offers. Utilize segways via indicators from the customer vehicle to make the conversation more personal.

The technical consultation - This is your opportunity to show or give your customers the facts about any worn parts which need to be replaced, such as dirty air filters. Be sure to use Costa literature from "Motor Oil U" to help your presentation. Remember never to pressure or argue with your customer.

The Value Statement and closing - This is when you review with your customer exactly what services were performed. Be sure to address your customer by their name. This is also a good opportunity to ask for an online review, proceed with this organically, do not push for it.

The departure - Remember to thank your customer by name and to make sure their car is in better shape than when they brought it in. Be sure to use Costa Oil® branded static oil change reminder stickers and floor mats to make for a strong finish.

COSTA OIL
10 MINUTE OIL CHANGE

Oil Changer Responsibilities

Employee responsibilities checklist

Following is a checklist of responsibilities for Oil Changers.

Greets customers within 10 seconds.

Presents customers with service options and recommendations.

Informs the customer about current promotions or bundled service offers.

Enters customer name, vehicle information, and requested service on work order.

Provides phone-in customers with:

Directions to store

Store hours

Service cost information

Customer references

Provides in-store customers with: A copy of their work invoice Processes payment

Thanks the customer and asks for their repeat business

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COSTA OIL
10 MINUTE OIL CHANGE

PRINCIPLES

1. Nothing is uncurable

2. Doing the right thing is always the right thing

3. Control the variables that you can control

4. Persistence often beats talent

5. Success finds those who don't consider failure

6. Have the courage to make decisions

7. Push the rules to the limits often

8. Incremental progress can make big changes

9. Become tough, mentally and physically

10. Effort is within your control