

OIL CAN HARRY'S 'S 18 POINT FULL-SERVICE OIL CHANGE

1. Drain the old oil and replace it with up to 5 quarts of premium synthetic blend motor oil.
2. Install a new oil filter.
3. Lubricate the chassis.
4. Check and fill the transmission fluid.
5. Check and fill the power steering fluid.
6. Check the brake fluid level.
7. Check and fill the differential fluid.
8. Check and fill the coolant/antifreeze reservoir.
9. Fill the windshield washer fluid.
10. Check the battery.
11. Check the air filter.
12. Check the crankcase breather.
13. Check the PCV valve.
14. Check the belts and hoses.
15. Check the headlights, tail lights and turn signals.
16. Inflate tires to proper pressure. (Including the spare!)
17. Check the wiper blades.
18. Wash the windshield and rear window.

CUSTOMER SERVICE REPRESENTATIVE - GREETING AND COURTESY SERVICES PROCEDURE

The fast lube business is built on customer service. The individual greeting the customer and performing the courtesy services on the customer's vehicle is a vital part of our excellent service. We only have one chance to make the first impression, and in the fast lube business the person greeting the customer is the one to make that very important impression.

The courtesy services such as washing the windshield is one of the few services we perform that the customer can really see. If the customer does not like what he sees, then he can only assume that the rest of the service is equally poor.

This procedure provides specific guidance for the manner in which the customer is greeted and what is expected when providing the courtesy services. Good manners, a sharp appearance, good communication skills, and common sense are the basic requirements for an effective customer service representative.

Greeting:

1. Provide "Fast, Friendly Service" to each and every customer.
2. Prior to meeting the car, you should have a clipboard with a work order form or customer entry form attached and a pen. Your facility may use a computer or a VIN scanner to collect customer data.
3. Meet the customer's car as soon as it pulls into the driveway area. Never leave a customer sitting in the car un-greeted. Even if you are busy, greet the customer with a smile, invite them in to the waiting room if they wish, and let them know that we will be with them as soon as possible.
4. Greet the customer with a smile and "Hello ma'am/sir, welcome (or welcome back) to Oil Can Harry's. How may I help you today?" Never greet the customer with "Here for an oil change?" or anything else. "Ma'am or Sir" only, never refer to customer as "Boss" or anything else.
5. If you recognize the customer or see one of our reminder stickers on the inside of the windshield, thank them for returning and let them know that we already have their information in the computer.
6. If the customer has not been to our center before, have them complete the top portion of the work order with their name, address, and phone number. Note the make and model of the vehicle as well. Do not ask the customer about the year of the vehicle or any other technical information. Often customers are mistaken about this information and incorrect information can lead to misapplications of oil filters or other vital components that may seriously damage the vehicle.
7. Customers are frequently not familiar with all of our services or they do not know the extent and range of the services we provide. They may ask you about particular services, prices and the time required to perform these services. Be sure that you become familiar with all of the services we provide and the pricing. If the customer asks you a question that you cannot answer or are unsure how to answer, advise the

customer that you are not certain and you will have a manager assist them. Never make up services or pricing. If you do not know for certain, ask.

8. Let the customer know how long the wait will be. It's okay to estimate, but be sure that you have a fair gauge on the time it is taking to move the cars through the bays. Be honest, the customer will appreciate this.
9. If a customer is interested in several of our services and you are backlogged with other cars waiting in line, call for the manager to assist you and he/she will explain to the customer the various options. If it is not busy and you have enough time to accompany the customer into the waiting room, you can either show them the menu board or else have them take a look at a flyer.
10. Once it is determined what the customer wants, circle the appropriate service on the work order and write any additional information that will help assist the upper bay technician and cashier (ex: time of arrival, license plate number, current mileage, year, make and model of the vehicle).
11. Once the work order is completed, place it on the windshield under wiper blade. When doing so, ask the customer, "How were your wiper blades the last time it rained? Offer to replace them if needed. Also check the inspection sticker date and if expired ask customer if they want an inspection
12. Invite the customer to the waiting room to relax and enjoy a cup of coffee or water while their car is being serviced.
13. Be sure to get the car keys and make sure the doors are unlocked and window rolled down in the event that the keys get locked inside.

Courtesy Service:

1. Courtesy service includes washing the outside of the front windshield, checking the lights (headlights, tail lights, blinkers, and brake lights), condition of the wiper blades, and checking the air pressure in the tires.
2. These services are to be performed on each and every vehicle unless the customer specifically requests otherwise.
3. The exterior windshield will be cleaned using the squeegee and a clean terry towel. The washer buckets will be kept at least half full with clean water and window cleaner. The wiper blades will be pulled away from the windshield and the glass cleaned with the sponge side of the squeegee. Particular attention should be paid to areas soiled by bugs, bird droppings, or other hard to remove substances. Once the glass has been washed, use the rubber side of the squeegee to wipe the surface dry. After each swipe the rubber edge should be wiped dry with the terry towel. Also, wipe the corners and edges of the windows with the towel to remove any residual water and dirt. Be careful not to leave streaks or excess water on the windshield. If the window is not clean, clean it again. Spray glass cleaner can also be used to help remove bugs and to leave a streak free window.
4. When checking the tire pressure, first determine the correct tire pressure for the vehicle. Most vehicles will have a sticker on the driver's side door frame that indicates

the correct tire pressure. This sticker may also be found inside the gas tank door or possibly the glove compartment. If you are unable to find the correct tire pressure, ask your manager. NEVER USE THE TIRE PRESSURE INDICATED ON THE SIDEWALL OF THE TIRE.

5. If the tires on the vehicle do not look like stock tires, i.e. aftermarket rims, or oversized tires, it is best to ask the customer if they have a preferred tire pressure for their tires.
6. While checking the tires note any uneven wear, damage or tires with extremely low pressure. Make sure to pass this information along to the customer and/or Upper Bay Technician.

REMEMBER - As the Greeter and Courtesy Service Provider you are the most visible employee and the one most likely to be remembered by the customer. The impression you make will be the impression the customer has of us and our business and may very well be the reason the customer will or will not return for future services.

**ALL OF OUR JOBS DEPEND ON YOU AND THAT VERY IMPORTANT
FIRST AND LAST IMPRESSION**

MAKE IT A GOOD ONE!!!

DRIVE IN / DRIVE OUT PROCEDURE

One of the greatest liabilities for our company is potential damage to a customer's vehicle and injuries to customers or employees caused by negligent driving. Although vehicles are only driven for a very short time and distance, the maneuverability is limited and the congestion with other vehicles and equipment is usually very heavy. In addition to the close maneuvering we also have the unique task of driving a vehicle over an open pit. Accidentally driving a vehicle into the pit would cause extensive damage to the vehicle and to the shop and may cause injury to the driver or those working in the lower bay area.

Employees driving a vehicle on company premises **MUST** have a valid driver's license.

Drive In:

1. Employees entering vehicles should keep CLEAN. Make sure to wash your hands regularly to minimize the chance of getting oil or other stains inside a customer's vehicle. All employees will ensure that their uniforms, shoes, and hands are clean before entering any vehicle. In addition, the vehicle should have a paper floor mat on the driver's side floor and a plastic seat protector placed over the driver's seat.
2. Always make sure that at least one window is rolled down to allow access to the door locks.
3. Drive vehicle in slowly and cautiously.
4. Perform check of lights and blinkers (front and rear) with the Upper Bay Tech.
5. Put in park, turn off the engine, engage parking brake, and release the hood latch

Drive Out:

6. Start the vehicle when directed to do so by the upper bay technician and indicate when the oil pressure has come up. Turn off the vehicle when directed to do so by the upper bay technician.
7. Apply the service reminder window sticker to the windshield.
8. Reset an oil service oil lights
9. Drive the vehicle out of the service bay when the service is complete.
10. Check for any smudges on door inside and out and hood.

FULL SERVICE OIL CHANGE PROCEDURE

Upper Bay Tech – Full Service Oil Change

1. Provide "Fast, Friendly Service" to each and every customer.
2. Guide the vehicle into the service bay with a smile on your face using appropriate hand signals.
3. Check all lights and blinkers. Front as vehicle enters the shop, and then the rear.
4. Call out the service to be performed - **"Bay __, Full Service Oil Change and the type of oil"**.
5. Install fender covers on both fenders.
6. Bring up the vehicle information on the computer system, or if the vehicle is new to the shop, enter all the information on the work order into the system.
7. Note the required oil, oil capacity, filter number and cautions that may be listed on the computer screen.
8. Remove the oil cap and place it on fender cover.
9. Check the oil level. Note the level on the work order.
10. Determine that you have then correct oil filter and oil for the vehicle, and then call out **"Bay __, clear to drain!"**
11. Relay the appropriate filter number and drain plug torque to the Lower Bay Technician. Call out **"Bay __ oil filter is _____ and torque is ____"**
12. Check the air filter and breather element and note your findings on the work order. Clean the air filter housing if it is dirty. When removing any screws or bolts for the air filter housing take care to not force any part of the air filter housing. When securing the air filter housing after inspection, again take care to not force the housing back into place. Most air filter housings are plastic and can break if handled roughly. Make sure that any hoses or sensors that were removed during the inspection are put back into place.
13. Check all the belts and hoses. Note your findings on the work order.
14. Perform the fluid checks starting at the driver's side front fender:
 - a. Brake fluid: Do not remove the master cylinder cap if the fluid level can be checked visually through the reservoir. Care must be taken if you must remove the reservoir cap. Do not use a tool to pry the cap off, as it may bend the cap or hold-down mechanism. **DO NOT TOP OFF THE BRAKE FLUID**. If the level is low, note it on the work order and inform the customer. Recommend that the brake system be inspected by a full service shop.
 - b. Clutch fluid: If equipped with a clutch reservoir, check and fill to the full line. Do not over fill. Use only the manufacturer's recommended fluid. Note on the work order.
 - c. Washer fluid: Fill the washer fluid reservoir to the top or the full line. Check for leaks. Note on the work order.

- d. Power steering: Top off the reservoir to the full line using the recommended fluid. Check for leaks. Note on the work order.
 - e. Cooling system: Using the correct fluid, fill the overflow reservoir bottle to approximately half way between the “Full When Hot” line and the “Add” line. Never open the cap of a pressurized cooling system or the radiator cap when performing a full service oil change. Note on the work order.
15. Check the wiper blades and recommend replacement if they are found to be rough, hard, brittle or torn. It is good practice to ask the customer, “How were your wiper blades working the last time it rained?”
 16. Once the “Ready for Oil on Bay ___” call is received from the Lower Bay Technician, call out "**Adding Oil on Bay ___**" and then install the correct amount and weight of oil in the vehicle according to manufacturer’s specifications.
 17. Replace the oil cap and conduct a pre-start check. Make sure the oil cap is on, all other caps are on, and no tools or items are in the way.
 18. Ask the Lower Bay Technician “**Bay ___ — Ready for Start?**”, wait for a response of “Bay ___, clear!”, then call out “**Bay ___ Starting.**” Enter the vehicle, and with one foot on the break pedal, start the engine, ensuring the transmission is in park and the parking brake is set. Never start an engine by reaching through the window or with your leg(s) outside the door.
 19. Monitor the oil pressure or oil pressure light. If the oil pressure light remains on or the oil pressure gauge does not indicate oil pressure within five seconds after startup, turn off the engine and recheck the oil level. Restart the engine. If the oil pressure fails to come up, shut off the engine and notify your supervisor.
 20. After the oil pressure rises call out “**Oil pressure up!**”. Then slowly rev the engine up to highway engine speed of about 2,000 rpm and hold it for ____ seconds. Then allow engine to idle
 21. Automatic transmission fluid: Check the fluid level in accordance with the manufacturer’s recommendations. Most vehicles must have the engine running to check the fluid. Some must be checked while in “Park” and others are checked while in “Neutral”. Top off using only the manufacturer’s recommended fluid. If the fluid is low, ask the Lower Bay Technician to check for leaks. Note this on the checklist and advise the customer. Make appropriate comments concerning leaks on the customer’s invoice. After the Lower Bay Technician has double checked the oil filter and the oil drain plug and you have checked the transmission level, shut off the vehicle.
 22. Let the car sit for a minute or so and then check the oil level. If the oil is at least halfway up the “safe zone” mark, or full, there is no need to top off the oil level. If it is low, top off the oil to the full mark. If the oil level is overfull, have the Lower Bay Technician drain some oil out.
 23. Obtain any additional information from the Lower Bay Technician for services performed beneath the vehicle and note on the work order. Confirm the number of grease fittings that were greased or if the vehicle has sealed grease fittings.

24. Complete all the data entries and enter all the applicable service notes in the computer system. Be sure to note any leaks, missing or damaged skid plates, if the check engine light was on prior to service, or any other issues with the car.
25. Transmit the completed invoice to the cashier.
26. Place the reminder sticker in the upper left corner of the windshield.
27. Before closing the hood, visually and physically check (touch) all caps, and then call out **"Oil level is good. All caps sealed and tight on Bay __!"**. Close the hood and make sure that it has closed securely by pulling up slightly on the hood. Call out **"Bay __ leaving!"** Do not start the vehicle until you receive a "Clear!" from the Lower Bay Technician.
28. Wipe off any grease or oil marks with a clean rag.

Lower Bay Technician – Full Service Oil Change

1. Provide "Fast, Friendly Service" to each and every customer.
2. Do not stand under the pit opening until the vehicle is parked in the service bay and the engine is off.
3. The Upper Bay Technician will verify the correct oil filter and drain plug torque using information from the computer system.
4. Once the Upper Bay Technician has given you the OK to drain the oil, remove the oil drain plug. Use the correct size socket or box end wrench to remove the drain plug. Do not use an adjustable wrench, vice grips or other pliers. If the drain plug is rounded off or damaged, notify your supervisor for further instructions. If the drain plug is difficult to remove or spins freely when you apply pressure to remove it, immediately stop and notify your supervisor.
5. Once the drain plug is removed, call out "**Drain plug removed!**". Check the threads in the oil pan and the threads of the drain plug. Check the gasket and announce if a new plug or gasket is needed.
6. Allow the oil to thoroughly drain, wipe around the drain plug hole to remove any dirt or debris, then reinstall oil plug. Make sure that you use caution when reinstalling the oil drain plug. Be careful not to cross-thread the plug. Always reinstall by hand and then tighten to manufacturer's specifications using a torque wrench. Do not over tighten. Call out "**Bay __, clear to add oil!**"
7. Wipe off area around the oil drain plug ensuring that no oil residue is present.
8. Remove the filter. The use of a filter wrench may be required. Ensure that the oil drain pan is in a position to catch the oil.

NOTE: Many times oil filters are located above a skid plate or hush panel mounted to the bottom of the vehicle. If there is any chance that oil from the oil filter will run onto this skid plate it must be removed. Do not remove an oil filter and attempt to clean the skid plate afterwards. This usually can not be done completely and results in a return visit from the customer because they have noticed oil "leaking" from the car. When removing a skid plate take care not to drop any of the bolts or screws holding it in place. Once the skid plate is removed, DO NOT PLACE IT IN THE BASEMENT AREA. Place it on the floor of the upper service bay so that it can not be forgotten after the oil change is completed.

9. Check the old oil filter to see if the gasket is still attached. Also, check the filter base plate on the block to ensure that no oil filter gasket material is left there. Wipe the base plate clean with a shop towel. Call out "**Filter and gasket removed!**".
10. Compare the new filter with the filter that you just removed. If there is any question about the filter number or if there is a difference in the physical characteristics of the filters, notify the Upper Bay Technician and clear up any discrepancies before installing the new filter.
11. Thoroughly lubricate the new oil filter gasket with new oil.

12. Install the new oil filter and securely hand tighten. Once the filter touches the mounting plate on the engine, turn the oil filter another $\frac{3}{4}$ of a turn to tighten. Do not over tighten the filter and never use a wrench to tighten a filter unless instructed to do so by your supervisor. Call out **"Bay __, clear to start!"**
13. Clean off any excess oil from the underside of the vehicle.
14. Inspect the suspension for grease fittings. The Upper Bay Technician will also verify the number of grease fittings as provided by the computer system. Wipe off the grease fitting before applying grease. Only grease until you see the rubber boot begin to bulge. Applying too much grease and pressure will burst or break the rubber boot, allowing the grease to leak out. Check the U-joints and rear suspension for grease fittings and grease each one found. After all the fittings are greased announce the number of fittings greased. Call out the number of fittings greased. ex: **"4 Fittings Greased"**.
15. Check the differential(s), manual transmission, and transfer case depending on the make and model of vehicle. Use only the prescribed tools for removing and tightening the plugs in these units. Top off each unit as required, ensuring the proper lubricants are used. The Upper Bay Technician, using information from the computer system, will verify the correct lubricant. Call out what has been checked, **"Rear Differential Checked Full", Manual Transmission Checked, Added One Pint."**
16. Check for any fluid leaks and announce your observations to the Upper Bay Technician for inclusion in the invoice notes.
17. When the Upper Bay Technician calls out "Bay __ Starting," respond with **"Clear"** and inspect the oil filter and the oil drain plug for leaks. Double check the drain plug for tightness by checking it with the torque wrench. Double check the oil filter for tightness by placing your hand on the oil filter and checking.
18. Double check that all plugs that were removed or any undercarriage component that was touched or worked on is back in place and secure.
19. Call out **"All plugs sealed and tight on Bay __!"**.
20. Shut the pit covers.