

# **SPEEDWASH USA EXPRESS CAR WASH**

## **Customer Service Attendant**

### **Job Description Overview**

#### **Candidate Requirements:**

- Will be enrolled in high school with good standing or be a high school graduate
- Have current GPA of no less than 2.5 whether enrolled student or graduate
- Must have outstanding customer service and communication skills
- Must possess a pleasant appearance and presentation to the public
- Must have their own mode of reliable transportation
- Possess good computer skills – must be proficient in Microsoft Word & Excel

#### **Key Roles & Tasks of the Position:**

- Must be able to follow and understand a combination of oral and written directions from management
- Manage opening and closing of wash
- Check every customer's vehicle before they enter the car wash while performing specific screening and loading procedures for safety and speedy processing
- Continually clean all areas of the car wash allowing it to operate correctly and to ensure customers and staff are presented with a clean and safe environment
- Smile at customers when they are in eye contact, greet them in passing and if they ask for your help, proceed to help them with their request(s) and thank them
- Continually learn about the car wash operations and routine maintenance procedures
- Perform minor equipment repairs as trained and directed
- Assist customers with purchasing their selections at the pay stations and/or cashier's station
- Always perform great customer service whenever a customer asks a question or makes a comment

#### **Key Outcomes of the Position:**

- Provide the customers with clean, dry, shiny cars
- Promote Speedwash USA as a friendly facility with a great product offering
- Provide a "feel good experience" for the customer so they will return for repeat business

#### **Physical Requirements:**

- Standing and Walking more than 80% of each shift
- Must be able to lift 75 lbs
- Work all year in changing temperatures
- Working in and around a wet, misty environment
- Working around moderate noise levels generated by wash equipment

**If you feel you are a candidate for a Customer Service Attendant with Speedwash USA and can meet and/or exceed the key roles and activities for the position, please proceed to the attached application and complete it accurately. Please include a current resume if available.**

**All information provided will be reviewed thoroughly in consideration of the application.**

**SPEEDWASH USA  
EXPRESS CAR WASH  
APPLICATION FOR EMPLOYMENT**

**PLEASE WRITE CLEARLY, ALL ITEMS MUST BE ANSWERED AND COMPLETED FOR  
APPLICATION TO BE CONSIDERED**

**FAX COMPLETED APPLICATION TO: 866-334-8960  
IF AVAILABLE PLEASE INCLUDE CURRENT RESUME**

Date \_\_\_\_\_ Position Applying For: ATTENDANT \_\_\_\_\_ MANAGEMENT \_\_\_\_\_  
(circle)

Speedwash Location Applying to: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Social Security Number \_\_\_\_\_

NAME \_\_\_\_\_  
Last First Middle I Go by.....

ADDRESS \_\_\_\_\_  
Street City State Zip

TELEPHONE # \_\_\_\_\_  
Home Work Cell

*Where Shall We Contact You? Please Circle One of The Above*

TYPE OF EMPLOYMENT DESIRED? Full Time \_\_\_\_\_ Part Time \_\_\_\_\_

ARE YOU WILLING TO WORK THE FOLLOWING: MON – FRI \_\_\_\_\_

WEEKEND \_\_\_\_\_

DRIVER'S LICENSE # \_\_\_\_\_ HOLIDAYS \_\_\_\_\_

STATE LICENSED \_\_\_\_\_ OVERTIME \_\_\_\_\_

HAVE YOU EVER BEEN CONVICTED OF A FELONY IN THE LAST 7 YEARS?

YES \_\_\_\_\_ NO \_\_\_\_\_

IF YES, EXPLAIN:

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(A CONVICTION MAY BE RELEVANT IF JOB RELATED, BUT DOES NOT BAR YOU FROM EMPLOYMENT)

**EDUCATION & TRAINING**

Name & Address of School

Last Year Completed

Graduate Y/N?

**High School** \_\_\_\_\_

**College** \_\_\_\_\_

**Voc/Tech** \_\_\_\_\_

**Degree(s) Received** \_\_\_\_\_

**Describe or list your Personal Skills that may be relevant for this position.**

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**What characteristics / traits do you feel you have to contribute in managing or supporting managers in operating a car wash?** \_\_\_\_\_

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**If you owned your own business, describe how you would like the community to perceive your business. You may use a car wash as an example but may generalize as well.**

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**EMPLOYMENT HISTORY**

Please list your last four (4) employers starting with most recent. You may include volunteer activities to civic organizations as well. Please explain any gaps on a separate sheet.

**EMPLOYER** \_\_\_\_\_ ( \_\_\_\_\_ ) \_\_\_\_\_  
Phone Number

**ADDRESS** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Employed from** \_\_\_\_\_

**Job Title** \_\_\_\_\_ **May we contact this reference?** \_\_\_\_\_

**Hourly Rates / Salary** \_\_\_\_\_ **Reason(s) for leaving** \_\_\_\_\_

**Summarize the nature of work performed and responsibilities.** \_\_\_\_\_

**EMPLOYER** \_\_\_\_\_ ( \_\_\_\_\_ ) \_\_\_\_\_  
Phone Number

**ADDRESS** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Employed from** \_\_\_\_\_

**Job Title** \_\_\_\_\_ **May we contact this reference?** \_\_\_\_\_

**Hourly Rates / Salary** \_\_\_\_\_ **Reason(s) for leaving** \_\_\_\_\_

**Summarize the nature of work performed and responsibilities.** \_\_\_\_\_

**EMPLOYMENT HISTORY CONTINUED**

**EMPLOYER** \_\_\_\_\_ ( \_\_\_\_\_ ) \_\_\_\_\_  
Phone Number

**ADDRESS** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Employed from** \_\_\_\_\_

**Job Title** \_\_\_\_\_ **May we contact this reference?** \_\_\_\_\_

**Hourly Rates / Salary** \_\_\_\_\_ **Reason(s) for leaving** \_\_\_\_\_

**Summarize the nature of work performed and responsibilities.** \_\_\_\_\_

**EMPLOYER** \_\_\_\_\_ ( \_\_\_\_\_ ) \_\_\_\_\_  
Phone Number

**ADDRESS** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Employed from** \_\_\_\_\_

**Job Title** \_\_\_\_\_ **May we contact this reference?** \_\_\_\_\_

**Hourly Rates / Salary** \_\_\_\_\_ **Reason(s) for leaving** \_\_\_\_\_

**Summarize the nature of work performed and responsibilities.** \_\_\_\_\_

**Personal References and Contact Phone Number (NO RELATIVES)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PLEASE LIST ANY OTHER PERTINANT INFORMATION THAT YOU WOULD LIKE US TO CONSIDER.**

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**Date Available for Employment** \_\_\_\_\_

**It is understood and agreed upon that any misrepresentation by me in this application will be sufficient cause for cancellation of this application and /or from the Employer's service if I become employed. Furthermore, I understand that just as I am free to resign at any time. The Employer reserves the right to terminate my employment at anytime, with or without cause and without prior notice. I understand that no representative of the Employer has the authority to make any assurances to the contrary.**

**I give the Employer the right to investigate all references and to secure additional information about me if job related. I hereby release from liability the Employer and its representatives for seeking such information and all other persons or corporations for furnishing such information.**

**I hereby grant the Employer permission to perform a criminal history / background check and if employed will submit to drug testing at random.**

**The Employer is an Equal Opportunity Employer. The Employer does not discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant's consideration for employment on a basis prohibited by local, state, or federal law.**

**Signature of Applicant** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**FAX APPLICATION AND RESUME TO: 1-866-334-8960**