

## Chitown Custom Choppers Store Operations Guide

This guide outlines daily operations for the shop located in Rogers Park, Chicago, IL.  
Owner & Manager: Peter 'Lil Dro' Tamisin

### 1. Shop Hours

- Tuesday–Friday: 11:00 AM – 7:00 PM
- Saturday: 10:00 AM – 6:00 PM
- Sunday & Monday: Closed to public (shop workdays / by appointment).

### 2. Opening Checklist

- Arrive 15–20 minutes before doors open.
- Turn on lights, music, and ventilation (if needed for paint/chemicals).
- Unlock front door and security gate.
- Walk the sales floor: straighten bikes, wipe down displays, remove dust.
- Power on POS system and ensure receipt paper is stocked.
- Check that the workbench area is clean and free of hazards.

### 3. Closing Checklist

- Stop accepting new work orders 30 minutes before closing, unless approved.
- Sweep sales floor and workshop; empty trash and recycling as needed.
- Ensure all tools are powered down and put away.
- Lock back room and parts storage.
- Count cash drawer and reconcile with POS daily report.
- Lock front door and roll down security gate.

### 4. Key Suppliers & Partners

- Schwinn OEM & Aftermarket Parts: frames, forks, drivetrains, tires.
- Local Fabricator (Rogers Steelworks): custom sissy bars, bars, brackets.
- Paint & Powder-Coat Shop (Northside Custom Coatings): frame and fork finishes.
- Wheel & Hub Vendors: for high-flange hubs, coaster brakes, and specialty rims.

Supplier contacts and account numbers are stored in the internal vendor sheet, accessible only to management.

## **5. Work Order Process**

- Greet the customer and understand the vision for their chopper build or repair.
- Create a written or digital work order with customer contact info.
- For custom builds: collect a non-refundable deposit (typically 50%).
- Tag frames, parts, and accessories with the work order number.
- Store customer parts in the designated shelving area, clearly labeled.

## **6. Estimating Labor**

- Standard tune-up: 1.0–1.5 hours of labor.
- Wheel build: 1.0 hour per wheel (more for specialty builds).
- Full custom build: 8–20 hours depending on complexity.
- Custom fabrication and paint should be quoted only by experienced staff or Lil Dro.

## **7. Workshop Standards**

- Keep aisles and exits clear at all times.
- Return specialty tools to their racks immediately after use.
- Store flammable materials (solvents, paints) in the designated cabinet.
- Label in-progress frames and wheels with customer name and work order number.

## **8. Customer Communication**

- Provide realistic timelines; underpromise and overdeliver when possible.
- Use text or email updates for major build milestones (frame weld complete, paint done, final assembly).
- Call customers when bikes are ready and remind them of pickup policies.

## **9. Manager Contact**

For urgent issues (safety concerns, major customer disputes, media inquiries):

- Contact: Peter 'Lil Dro' Tamisin
- Preferred: call or text the manager phone number listed in the staff contact sheet.

## **10. Emergency Procedures**

- In case of fire: pull the fire alarm (if present), evacuate, and call 911.
- In case of serious injury: call 911 first, then notify the manager.
- Incident details should be documented once everyone is safe.