

# REALISTIC JOB PREVIEW - 30-MINUTE GUIDE FOR SHOP MANAGERS

## Objective:

Give applicants a true sense of the Shop Manager role at Take 5 Oil - the rewards, challenges, and expectations - so they can make an informed decision.



### 0:00-0:05 | Welcome & Intro

- Greet with energy and respect
- Offer water or coffee
- Explain: "This is a behind-the-scenes look at what it's really like to work here."

### 0:05-0:10 | Culture & Values

- Highlight Take 5's values: safety, service, speed, and teamwork
- Share what makes your shop environment unique
- Provide a real story or example of the culture

### 0:10-0:15 | Job Breakdown

- Walk through daily responsibilities:
  - Opening/closing
  - Labor control and shift planning
  - Customer service focus
  - Coaching and team leadership
  - Tools and reports you use
- Be transparent: multitasking, weekends, physical work

### 0:15-0:20 | Shop Walk & Shadow

- Tour the shop floor
- Introduce teammates in action
- Let them observe a service or labor decision being made

### 0:20-0:25 | Honest Q&A

- Open the floor for questions
- Ask: "What surprised you?" or "What are your thoughts?"
- Talk openly about the pros and the pressure

### 0:25-0:30 | Wrap-Up & Next Steps

- Reinforce mutual fit: "We want you to love this job too."
- Share what comes next in hiring
- Thank them sincerely

## Tips for Shop Managers:

- Keep it real - this builds trust
- Stay upbeat and engaged
- Relate examples to the applicant's background
- Watch for reactions and body language cues

Flow Chart: Intro -> Culture -> Role Walkthrough -> Floor Observation -> Q&A -> Wrap-Up