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① When printing, select pages 2-3 to print only the Process Sheet/Certification Checklist.

## General Information

TOPIC	INFORMATION
Cautions	<ul style="list-style-type: none"><li>⚠ <b>Service Interruption:</b> If at any time service cannot be completed due to a service failure or interrupted service, topside and bottomside Technicians must immediately go to second checks and close the pit covers.</li><li>⚠ Immediately clean up any spills – oil, antifreeze, washer fluid, etc.</li><li>⚠ Never run in the service center – floor can be slick.</li><li>⚠ Never reach inside a vehicle or stand behind a vehicle to reach into the engine bay.</li><li>⚠ Never lean on a vehicle to support your weight.</li><li>⚠ Stand out of the path of the vehicle in designated blue box while guiding the vehicle into your service center.</li><li>⚠ Never walk under a moving bay door.</li><li>⚠ Be cautious not to pull the vehicle too far forward. Once the guest's foot comes off the brake there may be some roll forward making it difficult to properly complete seconds.</li><li>⚠ If the guest pulls up too far, approach the guest's window and ask them politely to back up.</li></ul>
Callouts	<p>💬 All callouts must be loud and clear for other Technicians to hear – without startling guests.</p>
Medium-Duty Vehicles (Class 3 or 4)	<p>STOP Locations with bay limitations, such as floor weight and bay door height, may have additional requirements when servicing vehicles above Class 2 (more than 10,000 lbs/4,500 kg). Consult with your SCM or Franchisee to determine if this applies to your location.</p> <p>STOP All full-size trucks, vans, commercial vehicles, or vehicles suspected of being above Class 2 must be scanned PRIOR to pulling the vehicle into a bay. Refer to Medium-Duty Vehicle BYS job aid in the SuperPro Library for guidelines.</p>

Category	Step	
Tools & Equipment	Tools <ul style="list-style-type: none"> <li>• NA</li> </ul>	Equipment <ul style="list-style-type: none"> <li>• Wireless Scanner</li> </ul> <p><b>① Some tools and equipment may vary by Franchise system.</b></p>
<b>Required PPE:</b> <input type="checkbox"/> Safety glasses <input type="checkbox"/> Safety gloves <input type="checkbox"/> Burn gloves <input type="checkbox"/> Bump cap <input checked="" type="checkbox"/> None		
<b>① PPE noted is required for company locations. Franchise locations should consult their franchisee for requirements.</b>		
Quick Greeting	<b>On the Lot</b>	
	1	Smile and greet the guest on the lot as soon as the vehicle wheels stop moving.
	2	Welcome the guest to Valvoline (or Great Canadian Oil Change) by offering assistance and introducing yourself.
	3	Ask the guest to place the vehicle in park (automatic transmission) or neutral (manual transmission), engage the emergency brake, and take their foot off the brake pedal.
	4	Ask the guest to open the door to scan the VIN. <b>STOP</b> If applicable, vehicles suspected of being above Class 2 should be scanned PRIOR to pulling into a bay.
	5	Provide the guest with an estimation of wait time and explain the next steps.
	6	Once a bay is available guide the guest inside.
In the Bay	<b>In the Bay</b>	
	 You will guide guests in many times each day, but it is important to remember that many of our guests find it scary to drive over an open pit. You should be pleasant and affirming to ease their discomfort.	
	1	Ensure the bay door is open enough to clear the top of the vehicle. <b>STOP</b> If applicable, vehicles suspected of being above Class 2 should be scanned PRIOR to pulling into a bay.
	2	Look to see that the catwalk is clear before guiding the guest into the bay and over the pit opening: <b>CALL OUT: "Clear for guest, Bay #!"</b>  If bottomside responds "Stand by!" wait until clear before guiding the guest in. <b>STOP</b> Fill your tire rotation lanes first to accommodate more opportunity for this service.
	3	Stand outside the yellow lines inside the blue box and use clear hand signals to guide the vehicle into the bay and over the floor opening.

## Quick Greeting Process Sheet/Certification Checklist

January 2024

CATEGORY	STEP	
	<p>4 Stop the vehicle when the front bumper is within the blue stripe or beyond.</p> <p><b>⚠️ Never go past the blue line and always ensure you pull the vehicle up to the blue line never leaving a big open gap.</b></p> <p><b> ⓘ Franchise locations should consult their franchisee for requirements.</b></p> 	
	<p>5 Once the vehicle is in the proper position, look the guest in the eye, smile, give thumbs up, and make a positive comment to the guest.</p> <p><b>😊 "Good job, nice job, excellent, perfect, etc."</b></p>	
	<p>6 Welcome the guest to Valvoline (or Great Canadian Oil Change) by:</p> <ul style="list-style-type: none"> <li>• Offering assistance</li> <li>• Introducing yourself</li> <li>• Thanking them for choosing us.</li> </ul>	<p><b>🗣 "Good afternoon! How are you doing today?"</b> Guest: "I'm doing wonderful thank you."</p> <p><b>🗣 "What can we do for you today?"</b> Guest: "I'd like an oil change please."</p> <p><b>🗣 "Awesome! We are happy to take care of that for you today! My name is (insert name). If you need anything throughout your service, just let me know."</b></p>
	<p>7 Ask the guest to place the vehicle in park (<i>automatic transmission</i>) or neutral (<i>manual transmission</i>), and to engage the emergency brake, and take their foot off the brake pedal.</p>	<p><b>🗣 To get started would you please leave it running for me, place your vehicle in park, and take your foot off the brake pedal for safety?</b></p>
	<p>8 Ask the guest to open the hood.</p>	<p><b>🗣 Would you mind popping the hood?</b></p>
	<p>9 Ask the guest to open the door to scan the VIN, get the guest's mileage and check for the tire pressure (order may vary depending on POS equipment). Verify the tire pressure with the guest.</p>	<p><b>🗣 Do you mind if I open your door to scan your VIN number, get your mileage and check for the recommended tire pressure?</b></p> <p><b>🗣 Is it okay for (insert tech name) to set your tires at (insert make) recommended weight of (X) lbs?</b></p>
	<p>10 Provide the guest with an estimation of wait time and explain the CSR will be with them shortly.</p>	