

Management Guide

About

Members of the Management Team must familiarize themselves with everything in this document.

Requirements

Ranks

The Management Team consists of the ranks Junior Director, Senior Director, and Head Director.

Members of the Management Team are held to higher standards and required to fulfill the duties below.

- Moderate the car wash
- Attend training sessions
- Answer #management-requests
- Help members of the Supervision Team

Activity Requirements

Junior Directors and **Senior Directors** must complete **one** of the following weekly requirements.

- 3 hours in-game
- 2 hours in-game and 1 session
- 1 hour in-game and 2 sessions

Head Directors must complete **one** of the following weekly requirements.

- 4 hours ingame
- 3 hours in-game and 1 session
- 2 hours in-game and 2 sessions
- 1 hour in-game and 3 sessions

Hyra

Activity Logging

Hyra is an activity tracking website. Once you've created an account, you will be able to view your activity and check if you've met the requirements.

- **Website Link:** [Activity Tracking](#)

Inactivity Notices

The [Inactivity Page](#) on Hyra is used for filing an inactivity notice. This informs the Human Resources Department that you're unable to complete your requirements.

Consistently filing inactivity notices will result in your notices being denied. Do not abuse the system.

- Submit inactivity notices at least 24 hours in advance. If you submit an inactivity notice late, you must message a Human Resources Department member or your inactivity notice may be ignored.
- Notices up to 2 weeks have a 4-week cooldown, while those over 2 weeks require a 6-week cooldown. The maximum inactivity notice length is 4 weeks. An inactivity notice longer than 4 weeks requires approval from a Chief Human Resources Officer.
- Last-minute notices that are submitted late in the week will be denied.

Session Logging

Head Directors can log sessions on the Hyra activity page to meet weekly requirements. Only check off a session if you're available to log into Hyra at that time, and note your log in the designated channel. Sessions must be logged in order and cannot be skipped.

You can assign yourself as the logger **for up to two sessions** per week but may log additional sessions if they remain unchecked after it has been an hour since the attendance is posted. Skipping, logging sessions late, or logging incorrectly may result in consequences.

Note that we highly do not encourage stalking session logs. This fuels a toxic, competitive environment and reflects poorly on yourself as a potential corporate candidate in the future.

In-Game Protocol

Punishments

Refer to the Compliance Trello for guidelines on handling rule violations at the car wash. It explains each type of punishment and how to enforce them. Use it as a reference, but adjust as needed for similar situations.

Access the Compliance Trello in **#management-information**

Commands

Unlike the Supervision Team, the Management Team can use moderation commands at the car wash. These commands should be used appropriately. **Admin abuse is not tolerated and will result in severe punishment.** The list below provides instructions for specific commands.

Command	Description	Permission
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:bans	Shows a list of server bans	ALLOWED
:pm	Sends a personal message	ALLOWED
:to	Teleport to a player	ALLOWED
:info	Get information about a player	ALLOWED
:joinlogs	Log of all joins	ALLOWED
:gamepassinfo	Gamepass information	ALLOWED
:iteminfo	Item information	ALLOWED
:shutdownlogs	Logs of shutdowns	ALLOWED
:reverbs	Displays sound reverbs	ALLOWED
:respawn/:res	Respawns player	ALLOWED
:kick	Kicks player from server	ALLOWED
:ban/:unban	Bans/unbans player from server	ALLOWED
:cmds	Shows command list	ALLOWED
:admins/:ingameadmins	Shows admins in-game	ALLOWED
:chatlogs	Logs of all chats	ALLOWED
:view/:unview	Views/unviews player	ALLOWED
:refresh/:res	Refreshes player	ALLOWED
:ff/:unff	Adds a forcefield to player	ALLOWED IF AFK
:clearstartergear	Clears starter gears	NOT ALLOWED

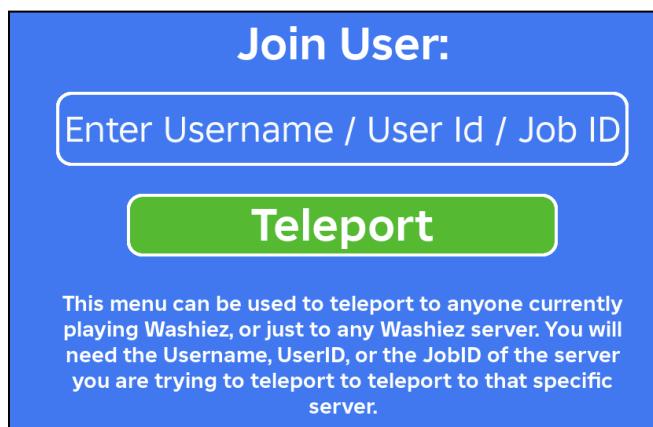
:speed/:ws	Increases/decreases speed	NOT ALLOWED
:m	Announces a message	NOT ALLOWED
:clearstartergear	Clears starter gears	NOT ALLOWED
:team	Changes a player's team	NOT ALLOWED
:god/:ungod	Gives player infinite health	NOT ALLOWED
:countdown	Starts a countdown	NOT ALLOWED
:time	Changes time	NOT ALLOWED
:removetools	Removes items from player's inventory	NOT ALLOWED

5 Letter Rule

When using commands on other people, especially when kicking or banning, please be sure to use at least 5 letters of their usernames or their entire username depending on the length. This is to prevent users from being falsely kicked or banned.

Management Requests

The #management-requests channel is what the “Management Requests” on the moderation panel refer to. As a member of the Management Team, your duty is to respond to these calls by reacting with a checkmark and using the user ID, username or Job ID to join the caller’s server. Where the “Management Call” panel is, you’ll see the teleport menu.



In the text box, paste one of the provided methods in the **#management-requests** channel and you'll be automatically referred to the callers server. If an error occurs saying 'server full,' click the teleport button multiple times until a position in that server opens up. If an error occurs saying "Attempted to teleport to a place that is restricted" assume you typed the user/ID wrong, the caller is in a private server or they've left the game. To ensure you still fulfill the request, you can track the server by pasting the job ID which doesn't require the presence of the initial caller.

Remove Car Tool

One of your privileges in the Management Team is the remove car tool in-game. While we are lenient on using it for blockages, etc, you should still be trying to help cars to merge and in general cooperate with the customers. Removing rows of cars for no reason and classifying it as 'stuck' is not tolerated, you should work with them to tidy the lanes. It's preferred you are on the scene at the time of removing vehicles to lessen the confusion and confliction aroused by our customers. Overall, you should use this ability to your own extent and only when necessary.

Entry Team Reports

If you witness an LR breaking the rules at either the Training Center or main game, you should be reporting them to a corporate. To do this, simply take some form of evidence (a screenshot or video), and open up a ticket. You should not be turning a blind eye to these instances, and letting them continue.

Behavioral Expectations

Summary

When moderating, you are expected to use common sense to determine how to handle situations. Keep in mind you are still directors and must maintain standard etiquette when representing us in any of Washiez' facilities. Entitlement or acting superior over other ranks is prohibited. We value each and every rank and trust that as members of the Management Team you can uphold these values while maintaining a good sense of authority when necessary. It should be your top priority to ensure that you can attend to issues that correspond to *your* duties and not try to interfere with the responsibilities of others.

Drama

As a member of the Management Team, teamwork is an essential factor that will aid your time as a director. You will communicate with other team members on a regular basis, and you should always be treating others with respect. There should be no adverse feelings or comments towards others, and you should be trying to get along with each and every member of the team. Trash talking, and engaging with any type of drama is strictly prohibited. Consequences will occur if you are caught engaging in any of these discussions.

Alternate Accounts

Alternate accounts are accounts that belong to you, but are not used as a primary source. We ask that you are not using alternate, and third-party accounts to cause any form of disruption in any of our experiences, and establishment as a whole. Creating or using alternate accounts in a malicious manner will lead to consequences if you are caught doing so. You should also avoid creating and using alt accounts to cheat your weekly requirements, such as joining a training session on an alt account to gain a higher chance of receiving your desired role in order to gain a session.

Promotions

Promotions for the Management Team work differently to that of the Supervision Team. Unlike other ranks, directors are required to maintain stable activity in order to succeed through the ranks. After becoming a Head Director, a member of the Leadership Team will consider promoting you to Corporate Intern if you have proven yourself worthy. From there, you will undergo a trial period and various other tasks according to your department.

Head Directors will be given a department interest form. If changes were to be made to department preferences, please be sure to notify a member of HRD **and resubmit the department interest form.**

Resignation Process

If you wish to resign from your position, it is essential that you either DM a member of the Human Resources Department, or open a general support ticket through our support channel. You will then be guided through the process of stepping down from your position and being ranked to a new rank. You may receive an exclusive former role depending on if you meet certain requirements to deem you as eligible. Resignations cannot be undone, and if you are caught publicly announcing a resignation without running your plans through the Human Resources Department first, you will automatically be demoted and forced to resign. Jokes regarding resignations are not tolerated as well.

Alliance Visit Protocol

One of your privileges as a director consists of going on alliance visits hosted by the Public Relations Department. Please keep in mind when you are visiting, you're representing Washiez as an entirety. You should always be on your best behavior and show proper etiquette as the face of our group.