



# CAR WASH EVALUATION FORM

<b>I. Customer Service Standards</b>			
yes	no	n/a	
1			<b>Operation's – General</b> 1. If the car wash and gasoline sales have different hours, the car wash hours are posted at the car wash entrance.
<b>Customer Contact – General</b>			
3			2. Station personnel have knowledge of the car wash.
1			3. Dealer has a customer-activated wash system.
3			4. Dealer has a 2-way intercom at the wash entrance.
<b>Customer Contact – Service Center</b>			
1			5. Dealer has a service center with at least one vacuum and trash receptacle.
5			6. The service area and equipment are clean, fully functional, well maintained, and free of litter and debris.
<b>Customer Contact – Resolving Damage Claims</b>			
3			7. Dealer has a written procedure for handling complaints.
<b>Customer Contact – Customer Satisfaction</b>			
3			8. Dealer has a written procedure to ensure customer satisfaction with the quality of the car wash.
<p align="center"> <b>20 Points Maximum (-) Total N/A's _____</b>  <b>= Total Possible Points: _____</b>  <b>Total Points Earned _____ (/) Total Possible _____</b>  <b>= Score % _____</b> </p>			

<b>II. Cleanliness, Attractiveness, and Functionality Standards</b>			
yes	no	n/a	
3			<b>Car Wash Perimeter – General</b> 9. Car wash perimeter is accessible and clean, and free of debris and obstructions.
5			10. Car wash surfaces are clean, free of graffiti, in good repair, and painted.
1			11. Supplies and maintenance equipment are not visible to customers.

yes	no	n/a	<i>Car Wash Perimeter – General (cont'd)</i>
1			12. Paved/concrete areas at entrance and exit of car wash are in good repair.
1			13. Exterior drains are kept clean and free of debris.
3			14. Car wash perimeter is kept free of excessive snow and ice (if applicable).
<b><i>Car Wash Exterior – General</i></b>			
1			15. Exterior car wash lighting is turned on at dusk or whenever visibility becomes impaired.
3			16. Outside lights are clean and in good working condition at all times.
3			17. Car wash doors are clean and in good working order at all times.
3			18. Car wash doors are free of posters, stickers, and labels.
3			19. Car wash door glass is clean and has no broken panes.
3			20. Car wash door frames are in good condition and paint is in good condition.
<b><i>Car Wash Interior- Lighting</i></b>			
3			21. All bulbs in car wash lamps are bright and in good working condition.
3			22. Bulbs and lenses are clean and in good repair.
<b><i>Car Wash Interior – Ceiling, Floors, Walls, Windows</i></b>			
5			23. Ceiling and walls are in good condition, bright, well maintained, and free of dirt and grime. If paintable; ceiling and walls are painted.
5			24. Car wash floor is clean and free of dirt, litter, and debris.
5			25. Windows are clean, unbroken, and free of cracking and excessive scratches.
<b><i>Car Wash Interior - Equipment</i></b>			
3			26. Car wash equipment is in good working condition, clean, and free of dirt and grime.
1			27. All wash cycles are operational.
1			28. All air and water lines are free of leaks.
1			29. All instructional lights are working.
3			30. Water is odor free.
<b><i>Equipment – Exterior, Cash/Code Acceptor</i></b>			
3			31. Cash/Code acceptor is in good operating condition.
3			32. Cash/Code acceptor is clean, neat, and free of hand-made signs.
1			33. Readout display is clean and visible.
<b><i>Car Wash Operations - General</i></b>			
3			34. Dealer has a written procedure to handle inoperable equipment.
3			35. Dealer has a preventative maintenance program in place.
3			36. Dealer has a car wash training program in effect.
<p align="center"> <b>76 Points Max (-) Total N/A's _____</b>  <b>= Total Possible Points _____</b>  <b>Total Points Earned _____ (/) Total Possible _____</b>  <b>= Score % _____</b> </p>			

III. Image and Trademark Standards			
yes	no	n/a	
3			37. Dealer displays brand specific car wash message and building signs.
3			38. Brand specific signs and legends are clean, readable, and in good repair. Illuminated signs are functional and turned on at night.
3			39. Car wash instruction sign is posted at car wash entrance.
3			40. Dealer has a menu of car wash options and appropriate pricing available at each car wash point-of-sale.
3			41. Car wash POP signs are in good condition and display correctly.
3			42. Only professionally made brand-specific signs and graphics are displayed.
3			43. Signs are placed according to brand guidelines.
3			44. Car wash entrance and exit signs are used in the building.
<p align="center"> <b>24 Points Maximum (-) Total N/A's_____</b>  <b>= Total Possible Points: _____</b>  <b>Total Points Earned _____ (/) Total Possible_____</b>  <b>= Score % _____</b> </p>			

IV. Environmental Standards			
yes	no	n/a	
5			45. Car wash waste water and waste chemicals are handled in accordance with applicable local, state, and federal regulations including collection, pre-treatment, and disposal of wastes.
5			46. Waste water discharges to sewer systems and/or from separators are handled according to these agencies.
5			47. Waste water and sludge are handled in accordance with all agencies.
5			48. MSDS for each of the chemicals are on site.
<p align="center"> <b>20 Points Maximum (-) Total N/A's_____</b>  <b>= Total Possible Points: _____</b>  <b>Total Points Earned _____ (/) Total Possible_____</b>  <b>= Score % _____</b> </p>			

COMMENTS:\_\_\_\_\_

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EVALUATED BY:\_\_\_\_\_ DATE:\_\_\_\_\_