

ELEGANT REFLECTIONS

“AUTO APPEARANCE SPECIALIST”

OPERATING PLAN

CORE GUIDELINES

- **Sanitize hands.**
- **Wear a face mask/covering.**
- **Maintain a social distance of 6 feet apart from others.**
- **Follow room occupancy as posted.**

EMPLOYEES

- **Must sanitize and wash hands before starting and returning to work.**
- **An employee who starts feeling sick while at work, inform the manager or supervisor. The employee will return home.**
- **An employee who tests positive or is in close contact with a positive COVID-19 case must follow current Executive Order and DPHSS guidelines.**

CUSTOMERS

- **Sign-in for written record and contact tracing.**
- **Customer waiting area is limited to one customer at a time.**
- **One customer allowed at the cashier's counter at a time.**
- **Remove all personal property before the appointment.**

NOTICES

- **Hand sanitizer stations are located at the entrance of the warehouse and office.**
- **One entrance and one exit.**
- **Visible signage is posted at the entrance of the warehouse and office(s) to include hand sanitization, face mask, social distancing, office occupancy, do not enter if not feeling well, and DPHSS Prevention Saves Lives Tips.**
- **Markings are placed on the office floor for a safe distance.**

SUPPLIES

- **Personal Protective Equipment (PPE) is provided to employees during work hours. PPE supplies include disposable masks, gloves, safety glasses, cleaning and disinfecting supplies, and chemicals.**
- **All sink stations are equipped with hand soap and paper towels.**
- **Company vehicles are equipped with hand sanitizer, hand soap, paper towel, disposable gloves, and face mask.**

TEMPORARY CLOSURE

- **No public restroom.**
- **Shuttle service is not being offered until further notice.**
- **Detailing menus will NOT be printed for a handout. Menus are posted in the office for customers to view.**
 - **Customers may request a digital copy.**

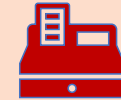
OCCUPANCY LIMIT



Minimum appointments per day is 5, maximum per day is 6.



Limit 2 employees at a time in the lunchroom.



Limit 1 employee in the cashier's booth.



Overall lobby office occupancy is two at a time.



Limit 3 employees in the admin office.

RECOMMENDATIONS



Curbside service is offered for wholesale and retail purchases.

Call upon arrival and a staff member will come out to assist.



Payment Methods:

Credit Cards, Company Checks, or Cash.

DAILY DUTIES

- Frequent cleaning and sanitation are ongoing throughout the day. High touch surfaces and objects are cleaned and disinfected after every contact.
- Detailing stations, tools, and equipment are cleaned and sanitized after every use.
 - Detailing brushes are soaked in warm water and disinfectant liquid, bristles are scrubbed clean, dried, and steamed after every use.
 - Detailing rags are washed in hot water and laundry detergent throughout the day.

VEHICLE INTAKE

- Upon drop-off customer vehicle is disinfected using an Electrostatic Fogger Machine containing ECOLAB Neutral Disinfectant then driven into the wash bay by a detailer to begin exterior wash.
- After the exterior wash is complete, customer vehicle will be parked in the warehouse and will undergo interior steaming of high traffic areas for extra disinfecting.

END OF THE DAY



The warehouse, office, breakroom, and restrooms will undergo deep cleaning.



After, the warehouse, office, breakroom, and restrooms will undergo disinfecting using an Electrostatic Fogger Machine containing ECOLAB Neutral Disinfectant.



Company vehicle's will be cleaned and disinfected after every use.



THANK YOU