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## ALL ACCESS BUNDLE

### Communication and Customer Service

- ✓ Communicating Professionally
- ✓ Communicating Up and Down
- ✓ Consistent and Effective Communication
- ✓ Managing Effective Team Meetings\*
- ✓ Challenging Situations
- ✓ Handling Complaints & Damage Claims
- ✓ Basic Customer Service Principles

### Hiring and Onboarding

- ✓ Fair Hiring Practices
- ✓ Building Bench Strength Through Continuous Recruiting
- ✓ Hiring Well Through Excellent Interviewing
- ✓ Creating an Onboarding and Training Plan
- ✓ Onboarding Your New Hire
- ✓ Become an Effective Trainer
- ✓ Cross Training: Increase Your Total Talent
- ✓ Harassment Free Workplace
- ✓ The Balancing Act in Creating a Schedule
- ✓ Understanding Policies and Resolving Issues

### Performance

- ✓ Delegation: Groom Your Next Superstar
- ✓ Measuring Team Member Progress
- ✓ How to Set Effective Goals
- ✓ Using SMART Goals to Target Success
- ✓ Effective Termination
- ✓ The Power of Performance Reviews
- ✓ Improving Performance Through Feedback
- ✓ Coaching Hourly Employees
- ✓ Strengthen Team Effectiveness
- ✓ Coaching - Invest in Improvement
- ✓ Team Dynamics & Cohesiveness

### Sales and Marketing

- ✓ Create an Unbeatable Sales Team
- ✓ Setting Effective Site Sales Goals for Your Team
- ✓ Overcoming Sales Objections
- ✓ Marketing Fundamentals
- ✓ Communicating Your Company's Brand Promise
- ✓ Connecting Brand to Community
- ✓ Social Media Policies and Procedures

### Leadership

- ✓ Understanding Your Leadership Style
- ✓ Transitioning from Manager to Leader
- ✓ Time Management
- ✓ Servant Leadership
- ✓ Problem Solving
- ✓ Developing an Executive Presence
- ✓ Creating a Positive Culture
- ✓ Continuous Improvement

### Finance and Operations

- ✓ Introduction to Profit and Loss Statements
- ✓ Understanding Fixed vs Variable Costs
- ✓ Your Role as a Site Manager in Financial Performance
- ✓ How a Conveyor Car Wash Works
- ✓ Preventative Maintenance
- ✓ Optimizing Wash Quality
- ✓ Inventory Management
- ✓ Optimizing Workflow and Efficiency
- ✓ Creating SOPs and Checklists to Increase Operational Efficiency
- ✓ Managing, Implementing, and Conforming to SOPs
- ✓ Understanding Car Wash Chemistry
- ✓ Implementing a Car Wash Safety Program
- ✓ Using Reporting to Optimize Site Performance

