ROBERT SMITH

Car Wash Manager

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SUMMARY

To obtain an entry-level position with a rapidly growing global organization. To provide best-in-class express carwashes combined with state-of-the-art carwash equipment and top-level service to customers.

SKILLS

Inventory Management, Safety Training, Maintain Vehicle Inventory.

WORK EXPERIENCE

Car Wash Manager

ABC Corporation - March 2013 – May 2014

- Accountable for the overall performance of the team.
- Met business metrics for quality control and labor management, and participate in developing reports for the owners on a daily basis.
- Served as the first point of customer escalation for service-related issues, and works to reconcile customer complaints.
- Accountable for managing the team through the opening, closing, and ongoing maintenance of the facility during the assigned shift.
- Responsible for the overall health of the mechanical equipment, point of sale, security camera documentation system, and phone system.
- Responsible for creating a safe environment for customers and employees.
- Directed supervision of Assistant manager and Attendants.

Car Wash Manager

Delta Corporation - 2019 – 2020

- Operated and oversaw a dual car wash, troubleshooting any problems, along with educating customers about the different services we offer.
- Exercised sales ability through upselling washes and persuasion to buy bulk packages, and offering gift cards for gifting/time-saving purposes.
- Assisted customers that have problems using the wash and helped them complete incident reports.
- Managed all aspects of customer care, and satisfaction.
- Oversaw employees and schedules.
- Maintained property, equipment, and daily books including bank deposits. Worked with other store employees and perform other store functions deemed necessary.
- ${job_description27}

SCHOLASTICS

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- High School Diploma - (Moore High School)

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