

Mister[™]

CAREER MAP

Career Path and Training Guide



TRAINING PROGRAM KEY GUIDE:

Each training program is represented by a colored circle. You should complete the training program(s) indicated to hold the position listed.

- | | | |
|--------------------------|------------------------------|----------------------|
| ● Production Training | ● CSA Training | <u>Required Path</u> |
| ● Driver Cert. - Class B | ● Supervisor in Training | |
| ● Driver Cert. - Class A | ● Manager in Training | <u>Optional Path</u> |
| ● Tunnel Operator Cert. | ● Mister Car Wash University | - - - - - |
| ● Maintenance Training | | |

HOME OFFICE POSITIONS

Marketing, Accounting, Finance, IT, Human Resources, Training, Operations, Legal, and more!

STORE LEVEL POSITIONS

Production Member ●

Production positions include vacuum, guide-on, side dry, quality control, driver, tunnel operator, and detail. Working in so many areas of the wash gives production members a broad understanding of operations and lays a great foundation to grow a career with Mister.

Certified Driver ● ● ●

After completing Driver Certification, production employees can work as drivers. There are two certification programs, A and B, which each train employees to complete different driving functions.

Tunnel Operator ● ●

Production employees can also work as Tunnel Operators after completing the Tunnel Operator certification. Tunnel Operators guide vehicles onto the conveyor, run the command station, and help customers and employees stay safe in the tunnel.

Maintenance Apprentice ● ●

Production members who are interested in repairing and upkeeping the wash can become Maintenance Apprentices. Maintenance Apprentices will learn skills necessary to become a Maintenance Technicians.

Maintenance Technician ● ●

Maintenance Technicians are vital to keeping the tunnel working properly. Technicians have a wide variety of knowledge about upkeeping and installing equipment at the wash.

Customer Service Associate (CSA) ●

CSAs are responsible for greeting and welcoming each customer, making service recommendations, and processing payments. CSAs are the first Mister employees to interact with customers, which makes them incredibly important! They set the stage for the entire customer experience and have a direct impact on the store's success.

Training Specialist ●

CSAs or Supervisors who demonstrate excellent leadership skills can move into a Training Specialist role. Training Specialists are responsible for coaching the CSAs within their region to knowledgeably describe Mister packages and products, confidently execute the Mister sales presentation, and provide top-notch customer service.

Supervisor ● ●

Production members who show potential to grow their leadership skills can become Supervisors. Supervisors should be able to step in for almost every on-site position and should always set an example for the CSA and production teams.

MANAGEMENT POSITIONS

Assistant Manager ● ●

Assistant Managers are typically found at higher volume locations when additional oversight is needed. They support the Manager and General Manager by helping to alleviate the workload while continuing to develop the leadership skills needed to move into a Manager position.

Manager ● ●

Managers are the second in command at each location. They support the efforts of the General Manager (GM) while continuing to develop their leadership skills. With their GM, Managers are responsible for ensuring the operational success of their location.

Maintenance Lead/Manager ● ●

Maintenance Leads/Managers direct and lead other team members in repairing and monitoring the equipment. They develop, coach, and mentor the Maintenance Team while implementing Mister safety procedures and upholding brand standards.

General Manager (GM) ● ● ●

GMs act as leaders and coaches, making decisions that affect both day-to-day operations and the long-term success of their store. GMs are responsible for developing their team, perfecting the customer experience, and building location success.

Regional Development Manager (RDM) ● ● ●

GMs who are ready to grow from store-level leadership to multi-site leadership can move into an RDM role. RDMs focus on improving performance by coaching and developing the teams in their region.

Regional Manager (RM) ● ● ●

GMs or RDMs who show superior leadership skills can move into an RM role. RMs typically oversee 5-8 GMs/stores. RMs lead by example and are responsible for building a championship team, always improving the customer experience, and growing the financial success of their region.

TRAINING PROGRAMS

Production Training ●

You'll feel supported in your first days, weeks, and months on the job! Production training includes eLearning courses, instructional videos, easy-to-follow guides, and on-the-job training.

Driver Certification - Class B ●

If you have a valid driver's license and you're ready for more, the management team may select you for a driver role! Before beginning in this role, you will complete the Class B Driver Certification. Your program will include an eLearning course, instructional videos, and on-the-job training.

Driver Certification - Class A ●

After 60 days of working at Mister, you are eligible to become a Class A Driver! After completion of the Class A Driver Certification, you will be qualified to complete ALL driving roles at Mister.

Tunnel Operator Certification ●

If you are ready to work as a Tunnel Operator, you will complete the Tunnel Operation Certification. This certification includes eLearning courses, instructional videos, easy-to-follow guides, and on-the-job training. You will learn how to safely work in the tunnel, how to properly guide a car onto the conveyor, and how to operate the command station.

Maintenance Training ●

If you're interested in a maintenance career path, you can begin the Maintenance Apprenticeship program. The program teaches new and aspiring Maintenance Technicians via hands-on, on-the-job training. Apprentices and developing Maintenance Technicians spend time learning from experienced maintenance personnel to gain and hone the skills they will need for a successful maintenance career.

Customer Service Advisor Training ●

If you are hired as a Customer Service Advisor (CSA) or move from a production role to a CSA role, you will receive specialized CSA training. Your training will include video guides, interactive workbooks, and on-the-job training from a CSA Training Specialist.

Supervisor in Training ●

If you are an all-star production employee, you can be nominated for the Supervisor in Training (SIT) program. The SIT program is 4 weeks long and includes cross-training, one-on-one mentoring, self-guided review of management materials, and online training.

Manager in Training ●

If you show potential for and interest in progressing to an advanced leadership position, you can be nominated for the Manager in Training (MIT) program. The MIT program can be completed in as little as 12 weeks and includes cross-training for every Mister position; one-on-one mentoring with regional leaders, supervisors, and managers; a self-guided review of management materials; and extensive online and on-the-job training.

Mister Car Wash University ●

Once you're at the management level, you'll have the opportunity to attend Mister Car Wash University (MCU). MCU includes programs for all levels of management, from aspiring MITs to Division Managers. The programs focus on topics such as leadership, finance, human resources, customer service, chemistry, preventative maintenance, and more. You'll leave MCU with the tools you need to grow the success of your stores and your personal career path.

