

Lubricar Inc. Protocol

Title	Fast Track Customer Service Advisor (CSA)
Objective	To obtain employees with sales or retail experience and get them on the CSA Incentive as soon as possible
Responsibility	Store Manager
Steps	<ol style="list-style-type: none">1. Approval must be given by Management above store level. Upper Management will inform VP-Operations of approval.2. Pay Scale will be \$12.50-\$13.50 per hour depending on experience. Experience must be in a sales capacity or other retail experience. Manager will need to discuss with upper management before offering prospective employee an hourly rate.3. All Computer Based Training must be completed before receiving the CSA Incentive. This includes all positions and all ancillaries. This also includes the basic Brakes and Services training.4. CSA is not eligible for regular CSA pay scale until the employee has completed all proficiencies for all positions and ancillaries. The employee will have six months from the time they are placed on the CSA incentive. If employee is not finished within six months they will go back to normal pay scale.5. Pay raises must be approved after completion by DM/VP of Sales and training verified by the District Manager.
Revision Date	10/31/2023