New England Common Assessment Program

Student Work Samples 2009

Grade 11

Writing

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A car wash is a great way for groups to raise money. Many funds can be attained through a car wash by using an effective procedure and receiving assistance from several members of the group. If I were assigned with the task of developing a procedure that will ensure the proper cleaning of vehicles as well as customer satisfaction, I would create a system based on the division of labor. When each person has a specific responsibility in the car wash, the success of the fundraiser will be unsurpassed.

First, each group member must be assigned to a certain position. The car wash functions in a way similar to that of an assembly line. One person is tasked with the duty of rinsing vehicles as they enter the line. The rinser should rinse off the vehicle in its entirety, removing any dirt that may be on it.

Then, two other group members will be assigned to the job of thoroughly applying soap to every vehicle and scrubbing

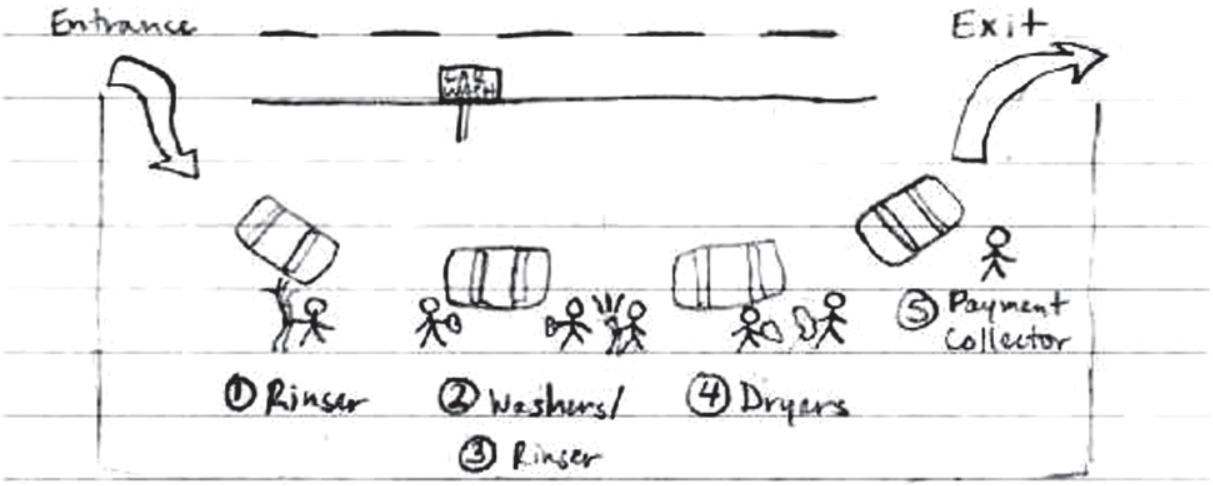
each of its sections. During busy periods, these workers will have to work quickly, but also ensure that they have completely cleaned the exterior of each car. This stage of the car wash is the most crucial because vehicles are cleaned with soap to truly make them shine.

Finally, each car will once again be rinsed off with water to remove the soap solution. Two group members will then dry the vehicle with cloths or towels and use glass cleaner to clean the car's windows. The person that holds the responsibility of collecting payment will do so at the conclusion of each vehicle's cleaning.

Car washes have the possibility of raising a great deal of money if they are operated correctly. When each person participating is given one specific task to accomplish, there will be no room for confusion. The ultimate goal in conducting a car wash fundraiser is to provide quick and qualitative service to each customer

so that they are satisfied with the results. With the division of labor method, this goal can be easily attained.

Diagram of a Car Wash Fundraiser



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The first thing to consider in any business venture is how to attract customers. Advertising for a car wash can be done in the form of signs along the road or ads in a local newspaper. Once you have attracted customers, you must follow this procedure to wash their car:

1. Ask the customer whether they would like the interior, exterior, or both cleaned.
2. Depending on how dirty the car is, you can either tell the customer to wait, or come back in a specified amount of time.
3. If the customer wants the inside cleaned, this is where you should start. First, remove any trash from the car, but dont throw anything away that might not be trash. Then give the interior a thorough vaccuuming, making sure to vaccuum under the seats. Then take a damp rag and wipe the dust off of all plastic

surfaces. Finally, use glass cleaner to wash the insides of the windows.

4. After the inside is clean, you must wash the outside. Start by hosing it down to remove any debris and loose dirt. Then use soapy water and sponges to wash all surfaces that are not glass. Some places may require a stiff brush instead of a sponge. Then use glass cleaner to wash the windows and the windshield. Rinse off all the soap with the hose, and allow the car to dry.

The final step is to wax the car, making sure not to leave any smears.

5. When you are done, have the customer inspect the car. If they find a problem, make sure to correct it. Also, return to them any items found inside the car (if you cleaned the inside)

In all your interactions with the customer, you must be polite and have a good attitude. Always greet them with a smile and don't forget to tell them to have a nice day.

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For a car wash to work you need organization. Organization keeps things going smoothly. Therefore, a U shaped path with different stations along it will work the best, because it will keep the cars moving in one direction and it will be continuously moving.

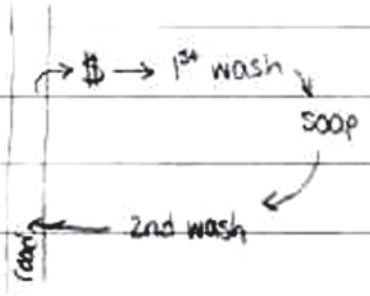
There will be four different stops/stations along the path. In order for this setup to work there must be communication, that way when one car is done with one station, another car can take its place. Each station must be ready for a car. This means that each station should syncronize how much time they spend on the car.

A car should not stay at a station for more than a minute and thirty seconds. In order for this time to be met, there will be four people at each station (one person for the front, rear, and two for each side of the middle of the car), except for the first station where money is collected, that station will have no more than two people.

The stations are as followed:

- At the entrance, customers pay the car wash fee of $3.00.
- Then the move on to the first wash station where their car is watered down thoroughly to be prepared to be soaped and scrubbed all around (windows, tires, ect.)
- From there move on to the final station where the car will be washed thoroughly until free of soap and dirt.

The path of the car wash will look like this:



Of course, to promote the car wash and get people's attention, a few people from the group can stand on the sidewalk near the site of the car wash with posters advertising the wash. Use bright colors over dark colors for emphasis to get people's attention.

The most important thing is to keep a positive attitude and keep the customers satisfied.

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When organizing a fund raising activity such as a car wash, you want everything to be well organized and appear professional. Also, if you are expecting to get paid for your services you want to make sure to do a thorough job and keep the customers happy.

To keep your customers happy, you want to have a good attitude, use manners, and do your job with care; don't be, or appear reckless in any way, at any time. You'll also want to make sure that your car wash is well advertised, the cost is clear, and be sure to explain the cause of your fund raiser. Be clear in letting them know what their money is supporting and what it will be used for. The last task in keeping the customer happy is showing respect for them & their vehicle. You could do this by asking what they would and would not like washed.

The basic procedure for properly washing a car would be this:

- be ready with supplies ahead of time
- hose down car first
- then scrub down car with soapy water & sponge
- rinse off with hose again to remove soap
- dry with soft rag or towel (be sure not to scratch the car at all)

When scrubbing down the car, you want to make sure every spot is reached. For example, you want to scrub down the whole car on each side, wash all the windows with the correct materials, and thoroughly rinse it before the soap dries on and leaves marks on the car.

After your job is done, thank the customer for their service & contribution, then collect the money after you thank them.

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My job is to develope a procedure to do a well job on cleaning a car so the customer is happy and we can raise money for our group. Here is what I think we should do:

① Before we do anything, tell the customer what we are doing and how much it costs so they know how much they are paying up front and if they don't want us to do anything, they can tell us before.

② Then we are going to spray down the car so if there is any dirt it will be easyer to wash off because it is wet.

③ The next thing we are going to do is scrub the car down. Making sure to get everything clean. cleaning off all the pollen, dirt, bugs etc...

④ After the car is thoroughly washed, we are going to clean the rims of the tires, the outside mirrors, the windshields and the windows, Making sure that the car is so clean that we would want to drive it ourselves

⑤ When we are sure the car is thoroughly washed, we are going to hand dry it so it doesn't leave water marks. Make sure the car is spotless.

⑥ The last thing we should do is make sure that the customer is happy with what we did to the car. And if there is anything we can do, if they are unhappy with it, then make sure we do it.

With these six steps and the effort we put into it, to me, this is what a successful car wash needs to be. The main idea is to keep the customers happy, and if they are kept happy and they like what we did to their car, than raising money for our group will be a success.

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In a car wash we must treat each car with care and respect, remember its someones property. Now I have a 6 step method I believe will be best. Step one is to rinse the car. Step 2 is to wash car with warm soapy water. Step 3 is clean the windows thoroughly. Step 4 is to buff the car. Step 5 is waxing the car so well you can see your reflection. Last is step 6, which is to let the car dry. Now we may run into some problems such as not having enough supplies, which means only use whats needed. If we dont have enough customers, that calls a time for friends and family!

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first you must get the materials needed to wash a car which are,

- Buckets
- Sponges
- some form of car soap
- Hose for filling buckets and rinsing cars
- drying towels to dry car afterwards

Then put water and the soap into the bucket and put the sponges in. take sponges back out and use them to wash away any dirt on the car, Making sure to get every nook and cranny. After car has been throughly washed it is now time to take the hose and rinse the car. Make sure windows are up before rinseing. Spraying car with hose, rinse off any soap on car once again getting every nook an cranny. After rinseing take dry towel and do the same motions done when washing the car to dry it off. Make sure to keep a smile on your face and Have Fun!

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I would first put up signs all over town so everyone could see them. Second I would make sure everyone is there and ready to work. Then we would get down to bussness from there; by washing cars at lightning speed. Making the cars look nice and clean. Also it will be my job to inspect to see if the cars are clean enough

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This is my diagram of how to wash a vehicle:

1) Wet entire vehicle
2) Cover entire vehicle with soapy water
3) Rinse off soap
4) Towel dry vehicle
5) Squeegy windows

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first give out direction
how to do the thing
the right way go from
ther let every one understand
whats going on make connection
withe pearson ask about then
do the job right
make an atemt to see if
done right get the job
done.