

Associated Students Bike Shop Procedural Manual

This the manual for the AS Bike Shop, a shop through the students, employed with students and for the students.

Bike Shop Opening Procedure

*Lisa, who is authorize to pick up the money bag if the full time supervisor is not present? Is it any bike mechanic even though he/she is not finger printed? Does all Bike Shop Mechanic need to be finger printed?

If the full time supervisor is not in to get the money bag, below are the procedure to getting it to start the day*

Money Bag

- 1) Go over to the Cashier's Office located by the University Center and Get the Money Bag (Does the student needs to be accompany by another person per AS cash handling procedure?)
- 2) Verify the amount you receive in the money bag is correct.
- 3) Find ticket office student or staff manager (knock on door)
- 4) Walk it back to the Bike Shop give it to the cashier.
- 5) Have the cashier verify the cash amount to ensure and relieve yourself of the liability of any loss cash.

Note: all directions in relations to the garage is in reference to when you look out of the Bike Shop directly at HSSB

- 1) Sign in on the time sheet
- 2) Check the voicemail/phone
 - If it is regarding a bike in service
 - Check the ticket if it is available
 - Then return client's phone call
 - Delete voicemail if it the issue have resolve
 - If it is a message for Mike or have any questions
 - Tell Mike personally when he comes in.
 - Leave message on voicemail until Mike receive the message and the issue is resolve
- 3) Come over and put on apron
 - Aprons can be found on the hook towards the front of the shop near all the tools and equipment.
 - If there are not any clean aprons, look under the tool bench with the vice.

- 4) Basket with Soap and Oil
 - Find the basket of soap and oil by the garage door
 - If there are no oil and soap refill it
 - o You can find oil and soap under the tool bench with the vice
 - Put the basket outside the left side of the garage door.
- 5) Tidy or reorganize tool area to ensure there is space for new jobs.
- 6) Check the repair tickets or tags to know what workload to expect for the day.
- 7) Open the garage door
 - Release lever on the lower right corner of the door toward the left to unlock door.
 - Pull chain down to open the garage door
 - Put chains on the hooks on the right of the garage door to secure the door.
- 8) Put out bike stand
 - Get the two bike stand located in front of the bathroom and put them out for use
 - Put one closer to the parking lot toward HSSB
 - Put one in front of the garage
- 9) How to assemble a bike stand
 - There will be three parts you will need to assemble together, the base, the stand, and the chuck.
 - Insert the Chuck from the short side.
 - Make sure the two blocks are facing inwards towards the holes.
 - Turn the knob to secure the bike stand to the base.
- 10) Unlock bike compressor so it is accessible to the public.
 - Go to the office and open the drawer below the computer.
 - Grab the key labeled compressor from the desk.
 - Use the key to open the bike compressor located on the side of the shop next to the pool.
- 11) Put out the bike pump (directions are in reference to looking at HSSB)
 - the white or red pumps (presta) will located inside near the garage door and place it outside the right side of the garage door
 - the black pump (Schrader) will be located inside near the garage door and place it left side of the garage door
- 12) Prepare any tools needed to complete basic repairs.
- 13) You are ready to begin the day. If there are any customers present, assist them first then proceed to complete other repairs on order.

Attending the line

****Customers that are present have priority over repairs****

- 1) Attend to customers in the order they arrive, a line often forms.
- 2) Ask them what they need help with and what is the problem with their bikes.
- 3) Assess the repair and find out if the person needs assistance, if they want you to fix the bike right away, or if they want to leave the bike behind for a repair. Refers to page 4 for Assisting Others with Repairs, page 5 for Assessing Repairs, and page 6 for leave behinds.
- 4) If a customer wants to put air in their tires or oil in their chain direct them to the correct pump and or the chain oil, this may significantly reduce the size of the line at times.
- 5) If there is a line fix only quick repairs on the spot such as tightening a chain or changing a flat
- 6) Write up all immediate repairs to be done as soon as possible.
- 7) If it is slow, give the customer the option of waiting or returning later to pick up their bike.
- 8) If a repair takes more than 15 minutes write up a ticket for repair and and there is a line, assess the repairs needed and ask the customer to come back later that day to pick up the bike.

Assisting Others with Repairs

1. If someone asks for assistance in repairing their own bike, do so when it does not impair service to other customers, i.e. when it is not busy
2. If the shop is empty, you may help them out with each tiny step of the repair, otherwise help them put their bike in the stand and explain to them what they need to do and tell them the tools they will need.
3. If this is not sufficient to assist the customer, ask them to come back at a less busy time so more attention may be allotted to them.
4. If someone is visually or audibly struggling with fixing a bike, offer them assistance.
5. This usually means showing someone how to use a pump or how to oil their chain.
6. Be nice and never assume a customer should know anything.

Assessing and Pricing Repairs

1. When a customer brings in their bike or explains a problem, hear them out and talk about all possible causes.
2. Check the bike and find the issue.
3. Give them an estimate of the repair, always overestimate slightly to leave room for any other problems that might be discovered.
4. Explain in the estimate the cost if parts need to be replaced.
 example: if a customer has a loose wheel tell them best case scenario the wheel just needs to be tightened and it is \$5, more probable they need a hub overhaul which is \$15 labor and ~\$10 in parts (\$25 total), worst case scenario they need to replace the whole wheel ~\$50.

											prices
COMMON LABOR PRICES											
Basic Tune up											\$25
<ul style="list-style-type: none"> • lube and adjust everything (true wheels, tighten bb and hubs, adjust brakes and gears etc.) • clean the bike 											
Flat Fix											\$5
Brake adjustment per side											\$5
Any job requiring the removal of a wheel min.											\$5
Any adjustments											\$5
Pedal installation											\$5
Chain installation											\$5
Basket or Rack or Fender installation											\$5
Derailleur adjustment per side											\$5
Bottom Bracket Overhaul											\$15
Hub Overhaul											\$15
Head Set replacement											\$20
Retape Bars											\$10
Wheel true											\$12

Filling out white tickets for repairs on the spot

Use the white ticket for on the spot repairs. When an on the spot repair is completed, take a white ticket that is on the tool bench between the truing stands and the mechanic area.*

A) In the area marked item #, place the number(s) of the item(s) used in the repair that the customer must pay for. The item number can be found in 1 of 4 places.

1. On the item itself,
2. On the common item list against the wall in the mechanics' area nearest the bathroom,
3. In the computer by searching the for the item by typing in the item description and upon selection of the correct item the item number will come up to the left of the item.
4. If none of the above options work, one can go to the J&B website and find the item there, where the item number should also be displayed.

B) Below in the section that says labor write the amount of labor to be charged

C) In the section that says mechanic, simply write your initials.

How to Write a Repair Ticket for a Leave Behind Repair

- 1) Tickets can be found on the left side of the garage door in a ticket holder.
- 2) Diagnose the bike and indicate repairs to be done on the ticket.
- 3) Provide an estimate for the work done and initial the estimate.
- 4) Indicate the color, model, and make on the side of the ticket.
- 5) Write the Date on the ticket.
- 6) Have the client fill in their name and number on the top of the ticket.
- 7) Give the customer the yellow copy for their reference.
- 8) The customer will pay when they come back. (tell them to bring their yellow ticket when they return)
- 9) We normally do not call them when the repair is done unless they request to be called, in which case write on the ticket to call customer when done. (you can also give them the bike shop number and they can call to inquire on the status of the bike.) *****Lisa, would you like clients to be called when a repair is completed?*****
- 10) Place the large number tag on the bike repaired.

11) Put the repair tag on the wall near the door close to the bathroom.

12) When there are no customer to assist immediately start repairing the tickets in the queue (take the ticket on top, nobody likes a cherry-picker)

Loaning out tools

Waivers:

If somebody wishes to loan out tools there is a tool waiver they must sign at the front of the shop located near the cashier they must put their perm number on and sign. The tool waivers only need to be signed by a person once in their whole life. Once the waiver is signed, the person who signed said waiver is allowed to use any of the tools on the tool loaning wall in the front of the shop facing the cashier.

Restrictions:

1) If there is a tool said person wishes to use that is not on the tool loaning wall, they may ask the mechanics to use their tools under supervision.

2) The chain breaker is to be used only by shop employees, and they employee may assist a customer in removing and replacing their chain by using said tool for them.

Bringing in and stocking deliveries

****Deliveries come about once a week.****

- 1) When a delivery comes check the number of boxes is correct and sign off on the delivery.
- 2) Bring the boxes inside the shop.
- 3) If the shop is busy store them near the truing stands or in the back until it is slow enough they can be unpacked.
- 4) Give the yellow inventory slip to the cashier to input into the computer
- 5) When convenient, unpack and stock the contents of the delivery
- 6) Place all items that fit/ belong in the front i.e. tubes.
- 7) Place the rest of the items in the back in their appropriate places (refer to the shop organization section or mike).

AS Bike Shop Closing Procedure

- 1) Lock up the bike compressor and put the key back in the drawer.
- 2) Bring in the bike pumps.
- 3) Bring in the soap and oil basket (if time permits, refill).
- 4) Check and make sure that there are no tools left outside.
- 5) Put the tools back in their proper place.
- 6) Disassemble the bike stands and place in front of the bathroom door.
- 7) Bring in the awning if it is open.
 - a. Grab the stick located on the left side of the garage door.
 - b. Go outside toward the left side of the bike shop and find the hook.
 - c. Insert the stick to the hook and begin to spin to close.
- 8) Close the garage door- make sure it is lock.
- 9) Sign out & make sure no one else is present.
- 10) Make sure to lock the door when you leave.