



## **Take 5 Oil Change – 1990 S Havana Street Operations Plan**

The operation of Take 5 Oil Change can be described simply: friendly people and fast oil changes. The shop will be open from 7am-7pm on weekdays, 8am-6pm on Saturday, and 9am-5pm on Sunday. Each shop employs an average of 10 people with a manager or assistant manager, and lead technician being on site every day. Our service takes 10 minutes, each customer remains in their car during service, and we only use hand tools as opposed to noisy impact wrenches. Our shops operate using pits and not hydraulic lifts, which also eliminates noise. The peak visitation to the site correlates with normal business travel hours. In the morning from 7am-9am as people head to work, from 11am-1pm as people break for lunch, and from 4pm-6pm when people are on their way home from work. Take 5 Oil Change does not aim to bring new traffic or new customers to our site, rather, service the existing residents, businesses, and traffic within the immediate area. All deliveries and trash will be scheduled during daytime hours so as to not have an adverse effect on the neighboring properties, there will not be any outdoor storage of materials, and we do not store any vehicles overnight inside or outside our shops.

We have an existing location in Aurora, CO located at 1151 S Chambers Road. In the six weeks since opening, we have received positive feedback from our customers, surrounding business neighbors, and the City of Aurora staff that have visited our location. We will be maintaining this same level of operational standard, professionalism, and customer service at this location on Havana Street.