



## **2019 Windshield Repair Competition in Honor of Walt Gorman Competitor Packet (Includes: Rules and Regulations and Annotated Score Sheet)**

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### **2019 Windshield Repair Competition Rules and Regulations**

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The Windshield Repair Competition in Honor of Walt Gorman (WRO), the “Olympics” of the automotive glass industry, is an international competition designed to recognize the best windshield repair technician. Not only does this event bring the best in the business together, but it raises the industry standard for repair. Congratulations on your decision to be part of this international competition, now in its 14<sup>th</sup> year.

Prior to competing, all competitors must agree, comply and adhere with all rules and regulations throughout the competition. The decisions of the judges and organizers are final and without appeal or contestation. The judges look for all proper procedures and it is up to each competitor to take each step properly.

#### **Areas to be judged on the competition floor:**

- Professional Attire (Appropriate/In Good Repair)
- Customer Greeting
- Technician Comportment (Professionalism/Conduct)
- Vehicle Preparation
- Proper Use of products
- Repair Technique
- Quality and Appearance of Completed Repair
- Post Repair Procedures
- ROLAGS Proficiency

This is not a test of speed; it is a test of quality. You will be allotted up to 45 minutes in the preliminary heat and one (1) hour in the finals round to complete your repair at which time you must cease working. Competitors will be given a 10-minute prep time at the beginning of each heat. Time is a factor only in the case of a tie. In such a case, the faster time wins. All aspects of the repair, including customer service and professionalism, are considered in your final score. Study the ROLAGS Standard™ at <http://www.rolags.com> and be very familiar with its contents.

### **Mandatory Competitor Meeting**

This meeting is for competitors, translators and judges only. Competitors will have the opportunity to ask questions of the judges during the mandatory competitor meeting. Any competitor not arriving on time to the mandatory meeting may be disqualified. The most up-to-date schedule can be found on the official event website, [www.autoglassweek.com](http://www.autoglassweek.com) until August 30. After that please refer to the official event app on-site. Any changes in time or location after August 30 will be provided by text message.

A brief quiz about proper windshield repair (based on ROLAGS™ Standard) will be given directly following this meeting. The 10 questions will be awarded one point per correct answer and will be included in the finalists' score after the finals round. A copy of the ROLAGS Standard™ can be found at [www.rolags.com](http://www.rolags.com).

### **Preliminary Competitions and Finals**

Any competitor not arriving by the start of their heat may be disqualified. We are sorry but no exceptions can be made. During the competition each competitor will repair a windshield. Even though the event is held inside – the repair is to be done as if you were outside during daylight hours. It needs to be repaired as if you were outside in the real world. Be sure to bring any lighting needed as if it were overcast.

The top 10% (maximum of 4) of the competitors from the preliminary heats will go on to compete in the finals. The repair in the finals round will be more advanced and must be completed within one (1) hour. For the finals round, the finalists ROLAGS™ test scores are added to their total points. The competitor who scores the highest in the final round will be awarded the first prize, trophy, gold medal and title “World’s Best Windshield Repair Technician” during the Closing Awards Ceremony.

### **Materials**

Competitors are responsible for bringing all tools, materials and power supplies that are necessary to complete a proper repair. A standard 120-volt outlet for electricity may be provided for each station; however, competitors must bring their own source of power as backup. Competitors are responsible for their own extension cords and other items necessary. Please be sure to bring any battery-operated lighting needed as if it were overcast.

Neither canned nor compressed air is allowed. Competitors must bring a pre-inspection form and work order to be turned in at the end of the installation.

Every effort has been made to provide damage to the windshields of equal condition and difficulty, but on occasions where this is not possible, the judges will be made aware as this competition mirrors real world conditions.

## **Judging**

All competitors must be present at the start of the heat in order to participate. If you are late or miss the start of the competition, you may be disqualified. Judges may speak to a competitor directly, but all communication from competitors must go through the proctor. No communication initiated by competitors to the judges directly is permitted. In cases of concern, have the proctor take note of the item and it will be given to the judges for consideration at the end of the heat. You have the opportunity to ask questions during the question-and-answer session with the judges during the mandatory competitor meeting.

No foul language will be tolerated and may be grounds for disqualification. Competitors are to refrain from any interaction (conversation) with spectators, other competitors, or competition judges or management unless questioned by a proctor directly. Interaction with any person during the competition is not permitted. Competitors may communicate a defect or issue with the windshield to their proctor.

Disruptive spectators will be asked to leave the competition floor following one warning. There can be no communication between spectators and/or competitors. Competitors are not permitted to respond to spectators and any response may be grounds for disqualification.

Any use of a cellular or electrical communication device by competitors and/or electronic translators is grounds for immediate disqualification. Competitors must bring and use a printed version of all electronic forms needed during the repair.

## **Competitor Bio Form**

All competitors must complete a bio form and upload a headshot once they are registered. The competitor bio form is located online. The link to the form will be sent via email directly from the competition coordinator. Headshots that are inappropriate in nature or poor quality will not be used within the program and/or other media.

### **Instructions for how to submit a useable headshot:**

- Make sure the photo is of the highest resolution possible to ensure clear reproduction;
- Dress in your professional attire;
- Stand in front of a neutral background with good lighting;
- Don't submit group/family photos or selfies; and
- Consider a professional headshot.

## **Permissions and Additional Items**

Once you are registered as a competitor a refund cannot be processed should a manufacturer wish to sponsor you. If you believe a manufacturer will be sponsoring you for the competition, please do not process the registration yourself, as refunds are not possible.

In order to compete, you must be employed currently as a technician in a bona fide auto glass repair company and have at least one year of experience as a technician in the auto glass

industry. Owners or managers of supplier companies may not compete themselves. Competitors must be 18 years of age by the end of the competition.

As a participating member of this event, this acts as a license for permission to use your name, photograph likeness and image for future promotion. This license is irrevocable, worldwide in scope, royalty-free and covers all possible uses of the work in all media. By competing, you understand and allow event management to contact you via email, fax, phone and text in the future.

Competitors may not use cell phones, cameras, headphones, electric or video devices in the competition area.

Your own professional uniform should be worn for the Closing Awards Ceremony. If a winner is unable to attend the Closing Awards Ceremony they will receive their title, but will not receive the prize money. Competitors must notify the competition coordinator within 60 days of the event closing if they have not received their award money or the award money may be forfeited.

### **Appeals**

There is no right of appeal or contestation. Competitors will be provided their finals scores, but judges' notes and deductions will not be disclosed. Competitors understand that the decision of judges and event management is final and beyond contestation and that all decisions of the event management are final and not subject to appeal. These rules and regulations shall be governed by the laws of the Commonwealth of Virginia, County of Stafford. Venue for any dispute regarding the rules and regulations shall be in the County of Stafford, Commonwealth of Virginia and adjudicated there. Event Management reserves the right to make modifications to the competition rules and regulations at any time. If modifications to the rules are made, every effort will be made to notify competitors of those changes prior to the competition.

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## **2019 Windshield Repair Competition Annotated Score Sheet**

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The following is a guide to the actual score sheet, complete with notes. A brief series of questions about proper windshield repair (based on the Repair of Laminated Automotive Glass [ROLAGS®] Standard) will provide one point per correct answer. Those points will be used during the finals round and will be added to the score of each finalist for a perfect final possible score of **220**.

### **Professional Attire**

#### ***(Up to 3 points awarded per judge for a maximum of 9)***

You will be judged on your professional attire. Please note jeans are not considered a proper part of uniform, nor are t-shirts or open-toe shoes. Shorts or cargo shorts of dress material are acceptable.

- Appropriate uniform (to protect wearer and vehicle)
- Appropriate work shoes (to protect wearer and vehicle)
- Uniform clean, pressed and in good repair

### **Customer Greeting**

#### ***(Up to 5 points awarded per judge for a maximum of 15)***

You will be judged on how well you greet your customer and introduce yourself. The judges will be looking to see that you make eye contact, shake hands, introduce yourself fully and call the customer by name. Be sure you set the customer with realistic expectations of the final outcome of the repair. They will be checking to see that you explain what you will be doing to the customer's car and that you verify the insurance information or form of payment. You will want to make sure to note the type of break properly.

- Introduces self
- Explains procedure (sells the benefits of windshield repair)
- Sets expectations for customer
- Verifies insurance info or payment info
- Type of break noted properly

### **Technician Comportment (Professionalism/Conduct)**

#### ***(Up to 5 points awarded per judge for a maximum of 15)***

You will be judged on your appearance as appropriate for greeting customers. You will wear your own uniforms and/or aprons as you would wear on the work site. Bring evidence of all your valid certifications and training. If you have any evidence of having taken a training program with a final exam, please bring this as it is worth a point as well.

- Neat in appearance
- Certifications/badges current
- Proper hand protection (gloves or barrier creams and safety glasses worn)
- Friendly, helpful attitude
- Undergone and passed active training program with final exam

## **Vehicle Preparation**

### ***(Up to 12 points awarded per judge for a maximum of 36)***

The judges will look to see that you have inspected the car properly prior to beginning work. This means you inspected the outside and the inside and did a mechanical pre-check. It also means you checked for any conditions (i.e., factors that affect the repair) that could compromise the quality of the repair and let the owner/operator know if such a condition exists.

- Exterior pre-inspection
- Interior pre-inspection
- Exterior vehicle protection
- Interior vehicle protection
- Check for types of windshield
- Check for moisture and/or contamination in break
- If found, noted/acted upon
- If found, owner/operator notified
- Remove dirt from the damaged area
- Remove foreign matter from the damaged area
- Remove loose glass from the damaged area
- Cool or warm the glass accordingly in case of extreme temperature

## **Proper Use of Products**

### ***(Up to 5 points awarded per judge for a maximum of 15)***

The judges will also check to make sure that you have noted the lot numbers and expiration dates, that you don't use any product beyond its expiration date and that you are repairing the glass with the proper materials.

- Resins meet viscosity, cure rate and has ability to be polished
- Resin matches the refractive index, color and clarity of the laminated glass being repaired in cured state
- Products Stored Properly
- Lot numbers and expiration dates of resin noted
- No product used beyond shelf life or expiration date

## **Repair Technique**

### ***(Up to 14 points awarded per judge for a maximum of 42)***

The judges will watch how you repair the windshield to see if it is done properly.

- Access the damage through probing or drilling
- Protect the resin from premature curing
- Remove the air and inject repair resin
- Properly cure the resin
- Fill pit with resin
- Properly cure the pit resin
- Polish the pit

### **Quality and Appearance of Completed Repair**

***(Up to 20 points awarded per judge for a maximum of 60)***

The judges will examine the final excellence of the repair.

- The finished repair should be free of significant light scatter, dirt, road contaminants, air pockets or skeletal features that may affect the proper operation of the vehicle.
- The finished pit should not be larger than 3/8 inch (9 mm).
- The finished repair should be flush with the glass and polished to a gloss finish.
- The finished repair should not compromise structural integrity.

### **Post Repair Procedures**

***(Up to 9 points awarded per judge for a maximum of 27)***

Judges will assess how you complete the repair. They will be checking to make sure that the vehicle is cleaned properly and all items are removed from it. They will also check that you made a post-repair inspection. You will also be judged on your final interaction with the customer. Some technicians leave “extras” for their customers, ranging from glass cleaners to car fresheners.

- Vehicle cleaned properly
- All items removed from vehicle
- Repair inspected from the driver’s position within the vehicle
- Insure that repair does not interfere with the operation of the wipers
- Instructions given to customer
- Invoice, billing information given to customer
- Payment received if applicable
- Customer signature on final invoice obtained
- Business cards, leave-behinds provided

**One (1) point** will be given to all competitors who arrive on time to the mandatory meeting.

The judges will add up all your points from the above categories to choose the winner. Only in the case of a tie score will the technician with the fastest complete time win.