



Franchise Management Manual

Section 9:

Operations

This is a confidential document.

Contents

9.1 Job Set Up and Commencement.....	3
Preparation.....	3
Greeting the customer.....	3
Set up work area	3
Safety and good work practices	4
Security and clean up.....	4
Site behaviour/code of conduct.....	4
9.2 Common Jobs – Guidelines.....	5
Shower door problems	5
Minor leaks	5
Major leak – tray.....	5
Major leak – liner	5
Major leak – tray and liner.....	5
New Installation	5
9.3 Job Completion	7
Quality check.....	7
Site clean up	7
Customer contact	7

9.1 Job Set Up and Commencement

Preparation

- ▶ Ensure that you are aware of any access problems, special problems you may encounter with this particular job. e.g. special requests with regard to keys and security etc.
- ▶ Before you are to arrive on site to start a job make sure the customer knows you are coming and knows what time you are going to arrive. In some situations you may need to ring ahead of time to check the customer is ready and has got the work area cleared or that other (associated) work has been completed.

Greeting the customer

- ▶ When you arrive you must be dressed in a tidy manner with ShowerFix branded clothing. As soon as you have arrived onsite you should knock on the door and introduce yourself and anyone else working with you to the customer so they know who is working on their property.
- ▶ Greet your customer politely and in a friendly manner
- ▶ Make sure they are fully informed as to what you will be doing and how long you expect to be on site and confirm any special arrangement regarding security, in particular if you leave the site when the customer is not at home.
- ▶ Mention any information about hazards, e.g. using noisy tools, creating dust, keep children and pets away.
- ▶ Discuss with the customer where a suitable place to set up your tools is and where you can work, access to power points and requirement for drop sheets to protect floors and minimize clean-up. Note that using drop sheets eliminates the need remove your boots and doesn't create any health and safety issues with removing your boots whilst doing the job.
- ▶ Confirm with the customer exactly what work you will be undertaking and payment arrangements on completion.

Set up work area

- ▶ At this point lay either a clean drop sheet/sheets or carpet protection film in a path through the house to the room/rooms where you will be working, this eliminates the need remove your boots and doesn't create any health and safety issues with removing your boots whilst doing the job.
- ▶ Run an extension cord from an agreed power point to the work site and plug in.

- ▶ Erect a ShowerFix worksite notice/ banner to inform and caution neighbours and people passing by that work is being undertaken and draw attention to the ShowerFix brand with your contact details.

Safety and good work practices

- ▶ Safe work practices must be followed when loading and unloading equipment and materials.
- ▶ Relevant health and safety regulations must be adhered to at all times.
- ▶ ShowerFix installation procedures must be carefully followed.
- ▶ Equipment must be well maintained and used in a safe manner.
- ▶ In particular ensure that the property occupants (particularly children) and pets are kept clear of the work area.

Security and clean up

- ▶ Secure the site after completing the job (if relevant).
- ▶ The customer's property must be left in a clean tidy after job completion.

Site behaviour/code of conduct

- ▶ Vehicles need to meet ShowerFix brand standards and be used in a responsible manner (e.g. don't obstruct driveways / access to neighbouring properties, don't park on lawns, etc without the customer's permission).
- ▶ If possible, park in a place that maximises the marketing potential of your sign written vehicle.
- ▶ Ensure that conduct on site is appropriate in terms of tidy clothing, good personal hygiene, use of language, use of radios, no smoking etc.
- ▶ Demonstrate respect for the customer's property at all times; take care not to cause damage
- ▶ If damage accidentally occurs make sure it is repaired promptly or arranged to be repaired.

Make sure all required personal protective equipment and safety gear is used at all times, and all required steps are taken to avoid injury.

9.2 Common Jobs – Guidelines

Shower door problems

Guidelines to be completed for all common jobs

Minor leaks

Major leak – tray

Major leak – liner

Major leak – tray and liner

New Installation

Make sure all required personal protective equipment and safety gear is used at all times, and all required steps are taken to avoid injury.

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9.3 Job Completion

We pride ourselves on offering a quality service to our customers. As one of our key marketing strategies is 'word of mouth' referrals from satisfied customers, the way in which we leave a job is very important.

Ask yourself **“How would I feel if I were the customer?”**

Quality check

- ▶ A final quality check of the work done needs to be carried out at the completion of each job.
- ▶ Clean up the work area
- ▶ Clean up all surfaces of the job and installed products
- ▶ Complete any final touch ups (if necessary).
- ▶ Carry out a final visual quality inspection.

Site clean up

- ▶ Clear and remove all rubbish.
- ▶ Pack up and remove all tools.
- ▶ Follow any security instructions, where relevant (e.g. closing windows, locking up a property, returning keys).

Customer contact

- ▶ Where the customer is available, ask them to check the job and ensure they are happy with the job.
- ▶ Complete the ShowerFix Job Completion Checklist. (FMM-017) with customer present (if possible).
- ▶ If there are any problems, ensure that you explain what is wrong to the customer and how it will be remedied and when.
- ▶ If you have caused any damage to the customer's property, inform them immediately and take appropriate steps to rectify the situation.
- ▶ Provide the invoice. This may be handed to the customer by you or posted/emailed after the job is completed. Where possible it is to your advantage to try to get payment at the time.

Make sure all required personal protective equipment and safety gear is used at all times, and all required steps are taken to avoid injury.