

H-03 Protecting Environment

Procedure: *Protecting the Outside Environment*

Purpose: Don't forget our customers expect much more than a sparkling home inside. What a shame for you to work so hard inside the home and create negative Moments of Truth OUTSIDE! .

Overview: Inevitably, we focus on the interior of our customer's home. But no doubt you realize how much our clients "buy in" to their yards and gardens. We need to give the exterior of the customer's home the same care we give their furniture and walls inside the home. Plus bear in mind that all of our exterior procedures are "on stage" to all the neighborhood, and will produce either negative OR positive Moments of Truth for all the passers-by.

Steps:

1. **Park in the street first.** If at all possible, remember to ask permission of the customer BEFORE parking in the driveway.
2. **Carefully pull the van into your preferred parking area.** NOTE: If backing in, your team member MUST be outside in back to guide you.

A. Position your truck mount exhaust to avoid carbon monoxide and engine fumes from entering the house.

SPECIAL CAUTION: Be very cautious of the "chimney effect" where you are parked close to a multi-story building with windows open above. The suction can pull fumes inside even if there is a breeze the other way. Remember, carbon monoxide is a tasteless and odorless gas!

B. Be sure to put the vehicle in park, set the emergency brakes and install the wheel chocks.

NOTE: Your van should ALWAYS be spotless, but be especially aware of the negative MOT's created by trash blowing out when you get out of the truck. Or even worse, a soft drink bottle crashing and breaking on the driveway! Don't laugh. It's happened!

C. If needed, or specified by your manager, place a van tray under the truck motor to catch any oil leaks while we are on the driveway.

NOTE: DO NOT make the mistake that just because you view a driveway as a "utility item" (a place to park) that our customers do likewise. Many of our clients are very proud of their beautiful, clean white concrete driveways and we dirty them up at our peril!

SPECIAL CAUTION: Be especially careful with pets. If they get out, at best we waste valuable production time chasing them (as well as looking like fools). At worst someone's beloved pet runs away and /or gets killed and we quite rightly get the blame! Do not be afraid to ask a customer to secure a pet temporarily while we are working. This is a reasonable request and assuming you've built Your VAS relationship correctly there should be no problem.

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3. Run your hoses to the door. Assuming you are working with a two person crew, the “outside” person should get a positive signal before bringing the hoses, wand, etc. into the home. NOTE: If there are two serviceable entrances to run the hoses through coordinate with the technician doing the Customer Interview inside.

A. ALWAYS use the customer's walkway, stepping stones or pathway. (NEVER cut across their lawn or flower beds.)

B. Remember that once our hoses, especially the vacuum hose, are under pressure they become “moving snakes” that can wipe out a flower garden or burn a lawn in no time.

1. Allow extra vacuum hose when you unroll it as it tightens up a lot under load.

2. Tie off the hoses to railings with shock cords, especially when running up stairs.

3. Set our hose control stakes in the soil next to walkways, especially on corners, narrow passages or especially delicate plantings.

C. Ask the customer if you may hook up to their outside water faucet if you need to.

SPECIAL CAUTION: Especially in the spring after a cold winter ask the customer if they left a hose attached to the “freeze-proof” faucet. (This applies double if you show up early in the spring and see a hose already attached.) You should also ask if they have watered with this faucet since the end of winter. What you are trying to do here is to see if the customer has a pre-existing leak that will only become apparent with water running through the damaged area. (Listen carefully after our hose is hooked up for the sound of running water!)

D. If necessary, move the client’s porch furniture to make room for your work.

4. Mixing chemicals. From both a production and a safety standpoint we should mix as much of our chemicals for the day before hand at the plant.

A. If you must mix chemicals on the job be sure to place a tray, drop cloth or Floor-gard to protect the driveway.

NOTE: Some chemicals perform better if mixed with hot water. You may use the hot water outlet on the truck-mount or ask the client if they will let you use their hot water for a small amount of cleaning.

SPECIAL CAUTION: Be extremely cautious here with kids and chemicals. Keep them capped, inside the van and inaccessible if at all possible.

5. Before you leave. Be absolutely sure you’ve left everything CLEANER than you found it. No oil or chemical spills. (If there are some stains then please pressure wash them off. Failure to return the driveway to it’s pre-cleaning experience will almost certainly result in a call-back and a very negative Moment of Truth.)

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- A. Place all furniture back where you found it.
- B. Don't forget to do a final walk through with the customer, to tell them that "we appreciate your business," and to check for a perfect appearance in the Outside Environment!

SPECIAL CAUTION: Remember, we only dump our waste tanks at approved sites. Check with your manager for our current list.

