

## **TEAM LEADER REMINDERS**

Before Leaving:

- Do you have all your KEYS?
- Are missing anything in your MANAGER BAG?
- Do you need any ENTRY CODES?

In The Car:

- GIVE EVERYONE THEIR JOB AND TIME LIMIT. Kitchen should be about  $\frac{1}{4}$  of the total job length, bathrooms should be about  $\frac{1}{2}$  to  $\frac{3}{4}$  of the job length.
- Do you UNDERSTAND THE WORK ORDER NOTES?

During the house:

- After you've completed your job or 30 minutes before the house it scheduled to be finished, START INSPECTING. If it is an initial, start inspecting 1 hour before.
- Inspect according to the QUALITY CONTROL CHECKLIST.

Before leaving each home:

- Make sure everything LOOKS NEAT and UNIFORM and THERE IS NO DIRT/DEBRIS on the floor in any corners or at the entrance where the team went in and out.
- Wait for the driver to confirm all products are accounted for before locking the door.
- Text 973-575-3309 with the time you leave each house. For example T1/H2 11:40

Arrival at the office:

- Is the back and front of every QUALITY CONTROL CHECKLIST FILLED OUT?
- Is PAYMENT INFORMATION FILLED OUT for every client with either the cash amount, check number and check amount or NP for no pay?

## **BROKEN ITEMS/DAMAGE**

Send a text to 973-575-3309 with:

- PHOTO of broken item/damage  
\*If there is a brand name or serial number tag/sticker, take a photo of it
- NAME of the client whose house you're in
- WHERE the breakage or damage occurred
- WHO broke it or damaged it
- Was it ALREADY broken or damaged or DID WE BREAK/DAMAGE it?

We will tell you if you should speak to the customer, if you should bring the item back, if you should leave it there or if you should throw it away.