2HIRE.US Expectations Sheet & Customer Survey

Δ Communicate with the Facilitator to confirm Client Information, Date, Time & Description of the Work Order, obtain the "Scope of Work" and the contractor payout for the job.

Client's Name: _____ Client's Email: _____

Techs on job: _____ & _____

Δ Ensure that you have all tools needed to complete the job.

Δ Did you arrive on time? Y / N. When did you arrive? _____ AM / PM.

Δ Did you Log into TSheets?

Δ Complete a walk through with Client.

Δ Obtain any materials needed to complete the work order.

Δ Shoot "IN" video detailing a list of items to complete.

Δ Perform proper preparatory work to ensure the protection of the Client's property.

Δ Was the Job Completed?

Δ Did you clean up?

Δ Seek the Client's approval on the completed job… **Client Initials _____**

Δ Shoot "EXIT" Video And/Or Daily Progress Report Video.

Δ Forward all videos from that day to Client's email (listed above).

Δ Call the "Office" and allow the Client to speak with us directly regarding that day's work order and any future projects.

- o Future Project 1: _____. Has it been discussed with Estimating and Sales? … Y / N
- o Future Project 2: _____. Has it been discussed with Estimating and Sales? … Y / N

Δ Document any final comments / notes regarding the work order via a glide video.

_____

_____

Δ Collect any money owed. Credit Card on Square Register OR Check… … … … … $ _____ . _____

Δ CamScan this completed Expectation Sheet & Customer Survey and forward it to the office and the Client's email (listed above).

Client initials _____

Work Order Production Scoring: Overall Score _____ % (A x B = C)

Finished paid out (budget) $ Paid or Collected: $_____ /$ Quoted: $_____ = _____ %

- Independent Variables that effect outcome: Quote + Change Orders…   Recalculated if… Damages & Call Backs

Finished as Scheduled (Delivery) Days/Hours Planned: _____ /Actual Days Or Hours: _____ = _____ %

- Independent Variables that effect outcome: Facilitator/ Man Power/ Materials Expediting/ Time/ Missed/ Lost/ Stolen/ Forgotten/ Damaged/ Redo's/ Clean Up/ Punch Outs… Recalculated if… Damages & Call Backs