

Expectations for all Field Technicians

- Fix the customer's problem
 - 100% customer satisfaction
 - [No broken door/motor policy draft](#)
- Be familiar with and follow our
 - [Precision Door Service Technician Procedures and Protocols - Version 1.2](#)
- Put a sticker up at each job and take a picture of that sticker before you leave
- Call customers at least 30 min prior to the appointment window and upon dispatching. Leave voicemail if they don't pick up.
 - [Voicemail/Text Script](#)
- Understand and embrace the current step process.
 - [13 Steps Quick Reference Guide](#)
-added to step 6. Ask if looking to get work done today and if anyone else needs to get involved.
- Leave customers with a business card with a review link on back upon completion. If a customer is not available, leave it somewhere the customer will find it and let them know.
- We never fix a door or touch a door for a service fee/trip charge
 - [Service Fee policy](#)
- Call support before leaving with a service fee/trip charge or taking a \$0
- Collect the balance due before leaving the property.
 - Page 10. #5. Section Z
 - Payments
 - Payment must be collected upon completion of the job. If a customer is not home, the office needs to be called and informed before Technician can leave. If you sell a job and the customer has to leave, collect payment information before they leave. If for whatever reason you cannot collect payment, you must fill out Payment Not Collected form explaining why. You will not be paid on jobs with open balances until collected. **Outstanding balances will affect bonuses**
- Drive safely and responsibly.
- Arrive at the office before the agreed-upon time
- Dispatched the first job no later than 30 minutes after the start time
 - Proactively call customers to move up
 - [Work Day Flow Expectations for Technicians](#)
 - [Tech Process Outline](#)
 - [Expectations for technicians regarding Dispatch](#)
- Punch in/Punch out
- Ask for and follow up on reviews
 - Review follow up emails should be setup during any training
 - A minimum of 30 reviews per quarter is required

- Uphold truck cleanliness standards, inventory and make sure the van is secure at the end of the day.
- Provide a thorough and complete inspection at each job.
- Uphold company uniform standards
- Ask for help before being asked to help
- Before pre-selling a job, you must get approval
 - Page 14. Letter ff. Section i
 - Pre-Sold Repair Jobs
 - All pre-sold jobs must be approved by a supervisor or manager. When contacting the supervisor or manager, you must provide the exact reason why the job must be pre-sold and not done on the spot
-  Workplace Etiquette
 - Respecting all Precision employees equally
 - Respect customers and team members' race, creed
 - Treat others how you want to be treated
 - Clear and healthy communication
- Embrace professional development
 - If Technicians Ticket Average falls below \$650, Technicians will be subject to being pulled off of the road for an undetermined amount of time for additional training. This can include sales training in the office, riding with other Technicians or Installers.
- Work a full day, whether it be on call or on time
- Know color chart for [Extension](#) and [Torsion](#) springs
- Understand our [Torsion Chart](#)
- Know how to use SSC Spring Engineering app

Sign below in agreement with all above stated:

Employee Name (Print Name)	Employee Name (Signature)	Date
Reports to Name (Print Name)	Reports to Name (Signature)	Date