SelectLawnMowing Work Flow

Keeping Regular Work & Building New Work

START HERE

- Receive job from Select
  - generate the job yourself
  - go back to an existing customer
- Set time for job – make sure you let the customer know BEFORE the job if you need to change time/day

Is this the 1st job?

Yes

- Contact customer to arrange a mow day
- Discuss any major issues e.g. Pets
- Make sure the first job is done exactly when you tell the customer it will be done
- Be in uniform, polite & attentive
- Make sure you understand what tasks need to be performed
- Make sure you understand the customers main concerns – if there are any
- Make sure the customer has your card & knows how to contact you
- If you move something during the mow make sure you put it back in the same place e.g. Garden furniture

No

- Do first job very carefully – every property is different so you need to "learn" about this property.
- Be prepared to take twice as long on initial mow
- The customer must feel that you have done a fantastic job and care about their property

- Every mow needs to be really well done
- DO NOT cut corners – make sure you cover all tasks
- Look for little extras you could do – make sure you tell the customer you have done them

When completed check job

Happy with job?

No

Re-do job or fix

Yes

- Leave note for customer if need be
- Leave property in neat & tidy condition

Is this the 1st job?

No

- Call again in about one month to check that the customer is still happy
- Try to see the customer face to face at least every 2 months
- Through either voice, email or notes offer other services to the customer

Yes

- Call customer that night
- Check that they are happy with job
- Confirm that you are keen to do a good job and you expect them to let you know if there are any issues

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