710: Preventech Customer Care Procedures

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Section: Pest Prevention
Subject: Preventech Customer Care Procedures
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Policy

IN ORDER TO CENTRALIZE THE COMMUNICATION SYSTEM FOR HANDLING ALL PREVENTECH CUSTOMER ISSUES, WE ARE IMPLEMENTING THE FOLLOWING PREVENTECH CUSTOMER CARE PROCEDURE. THIS PROCEDURE WILL ASSURE THAT OUR COMMITMENT TO TOTAL CUSTOMER SATISFACTION IS ACHIEVED ANDMAINTAINED.

Responding to customer needs is an important component in our service delivery program and is the foundation of the quality service relationship that we have and maintain with our customers. Therefore, it is imperative that everyone be committed to the following policy:

ALL PREVENTECH CALLS FOR EXTRA SERVICE WILL BE HANDLED AND SCHEDULED WITHIN ONE HOUR OF CALL. EVERY ATTEMPT WILL BE MADE TO RESOLVE EXTRA SERVICE CALLS WITHIN THE SAME DAY RECEIVED, OR NO MORE THAN 24 HOURS AFTER RECEIVED, OR AT THE CONVENIENCE OF THE CUSTOMER.

Accepting the Call

1. Darden Customers will be issued the 800-780-4313 toll free number to call and report all concerns and service issues directly to our Corporate Customer Care
2. Department. All other PrevenTech customers will use 888-891-3200.

3. All calls will be handled in a professional and cheerful manner. Careful attention should be paid to "caller ID" to:
    - Secure the name of the customer and phone number.
    - To proactively reference the customer's account.
4. The Customer Care Specialist will take all necessary information and record/log it into the Special Services Menu in Routeman, adding notes in the Notes
5. Section as needed. Since many of our customers have multiple locations, care must be taken to ensure enough information is gathered to identify the proper location. (See Automated Extra Service Policy & Procedure #1802 for input into Routeman)

Assigning the Call

1. The Customer Care Specialist will use Routeman to identify the route number of the assigned Technician.
2. Using the PrevenTech Inter-Office Directory found in Excel, locate the respective Technician's cellular phone/page number.
3. All calls will be dispatched immediately to the Technician by the Customer Care Specialist who took the call.
4. In the event the Technician cannot be reached within 15 minutes, the Service Manager will be contacted. If unable to reach the Service Manager, then the
5. General Manager will be called. If no one is contacted within 45 minutes, the Division Manager will be contacted for handling.
6. All 2nd EXTRA SERVICE CALLS received on the same account/customer within a 30-day period must be referred directly to the Technician, Service Manager, QA Field Manager and Technical & Training Director for handling. At the end of each week, a report of all such accounts will be given to the Division Manager, Director of Quality Assurance, and Technical and Training Director.
7. All 3rd EXTRA SERVICE CALLS on the same account/customer within a 30-day period must be referred immediately to the Division Manager and Director of Quality Assurance.

Recording the Issue / Extra Service

1. As noted on page 1 (Accepting the Call, #3) calls will be logged into the Special Services Menu in Routeman at the time the call is received.
2. Once the service has been performed and posted by the Service Center, the Automated Extra Service Log will update automatically.
3. In addition, all Darden Service Issues will also be logged in the "Excel" Darden Work Order Report located at: h:\PrevenTech\Darden.
4. As issues are resolved, the Darden Work Order Report must be updated by the Customer Care Department. (This will be done daily).

PrevenTech Follow Up

1. Each afternoon, Customer Care Specialists will audit the Automated Extra Service Log and will: Make quality assurance calls within 48 hours after the customer receives extra service (be certain to contact the person who called for the extra service.)
    - Verify that the service was performed to the customer's complete satisfaction.
    - If a follow up service is necessary, document the schedule date.
    - Determine if we can be of any further assistance.

Reporting

Service Center

1. By 4:00 p.m. each afternoon, the Service Center Office Manager will print the Automated Extra Service Log/Report and will place a copy on the General Manager's and Service Manager's desk and one in the Technician's inbox.

Corporate Operations

1. Each day, before noon, the Corporate Division Administrative Assistant will provide the President, Executive Vice President, Division Manager, Director of Quality Assurance, and PrevenTech Technical & Training Director with a copy of the Automated Extra Service Log/Report.

Customer Care

1. Every Friday, before noon, in addition to the Automated Extra Service Log/Report, the Customer Care Manager will also provide the Executive Office, Division Manager, Director of Quality Assurance, and PrevenTech Technical Staff with a copy of the Darden Work Order Report and the Regular Service Tracking Report for the previous week.
2. Month - end reports will be provided as follow:
    - The Customer Care Manager will provide the Executive Office, Division Manager, Quality Assurance Manager with a copy of the Extra Service Summary Report
    - In addition, month-end reports will be provided for Darden accounts to assist in communication with Darden Personnel. These will be available through the network at h:\PrevenTech\Darden

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