SPP 407: Rescheduling Service Skips

SPP 400: Pest Prevention & Lawn Service Procedures · https://milo.masseyservices.com/docs/spp-407-rescheduling-service-skips/

Section: Service Procedures
Subject: Rescheduling Service Skips
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Policy

“Above all, we are committed to total customer satisfaction.”

There are three things that can occur to a customer’s scheduled service during the month it is scheduled.

1. Service it
2. Skip it
3. Cancel it

We believe customer satisfaction is the result of providing a quality service in a timely manner. There may be times, however, when services cannot be completed as scheduled. In these few cases, the services are designated as skips.

Each one of our services has a value in both technical necessity and dollars and cents. Every effort shall be made to reschedule all unserviced accounts within the same month. If, however, the account cannot be rescheduled in the same month, the account will be processed as a skip. A skip will result in a loss of valuable service to the homeowner as well as revenue to the Service Center; therefore the Service Manager will attempt to reschedule all skipped services to the following month.

Guidelines for Rescheduling Services - Pest, Lawn, Bait

Monthly Services

- The missed service will be designated and processed as a skip.
- The original service schedule should be maintained to ensure efficient route organization.

Bimonthly & Quarterly Services

- The missed service will be designated and processed as a skip.
- An Account Record Change will be completed by the Service Manager and forwarded to the Office Manager. This record change will alter the service month to the next calendar month.
- The annual service schedule will be altered to match the service pattern to the newly scheduled month.

Annual Aerations

- The missed service will be designated and processed as a skip.
- An Account Record Change will be completed by the Service Manager and forwarded to the Office Manager. Aeration services should be performed between the bi-monthly lawn services; therefore, the account record change should alter the aeration service month to a month that falls between the scheduled bi-monthly lawn services.

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