SPP 410: Scheduling GreenUp Services

SPP 400: Pest Prevention & Lawn Service Procedures · https://milo.masseyservices.com/docs/spp-410-greenup-service-standards/

Section: Service Procedures
Subject: Scheduling GreenUp Services
Approved by: Tony Massey
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Policy

Guidelines for Maintaining Service Productivity

All Massey Team Members are required to perform a full day’s work every day. We have created service protocols and rate cards that allow GreenUP Specialists to provide the absolute best service in the industry while earning a very good income in the process. Our minimum productivity standards give guidelines for the number of paid services that should be performed daily and take into consideration both the quality of work required by our service protocols and the quantity of work required to support the minimum standards. Current minimum productivity standards are outlined in our GreenUP Service Center Standards.

The service manager is responsible for ensuring the lawn specialists receive comprehensive training to provide quality services in a productive and efficient manner. The service manager is specifically responsible for organizing, scheduling, and assigning a full day’s work to each specialist. They should consider in-office time, break time, driving time, vehicle maintenance time, training time, extra service time, etc., when assigning work.

SCHEDULING PRODUCTION

Responsibilities

Service Manager Responsibilities

A full day’s work is defined as a minimum of six hours, or 360 minutes, of production time. A full route is 20 fully productive days. The service manager will build fully productive days and routes to minimize drive time.

The following example outlines the time to complete a stop, a full day of production, and a full month using an average landscape size. When organizing and scheduling the service manager will use the actual measurements.

Example:

- If the average size lawn is 4,500 square feet, a specialist would be assigned 19.25 minutes per service.
  - 8 minutes of fixed time plus 2.5 minutes per 1,000 square feet.
  - 8 + (2.5 x 4.5) = 19.25
- A fully productive day of 360 minutes would allow for a minimum of 18-19 services.
  - 360 / 19.25 = 18.7 stops
- This route would have a minimum of 374 services per month.
  - 20 days x 18.7 stops per day = 374 stops

The service manager will organize and schedule production via ServicePro Routing. This software provides a visual representation of the production stops and each day’s total production time. Figure one is snippet of the routing interface demonstrating the daily production time notated by the red box.

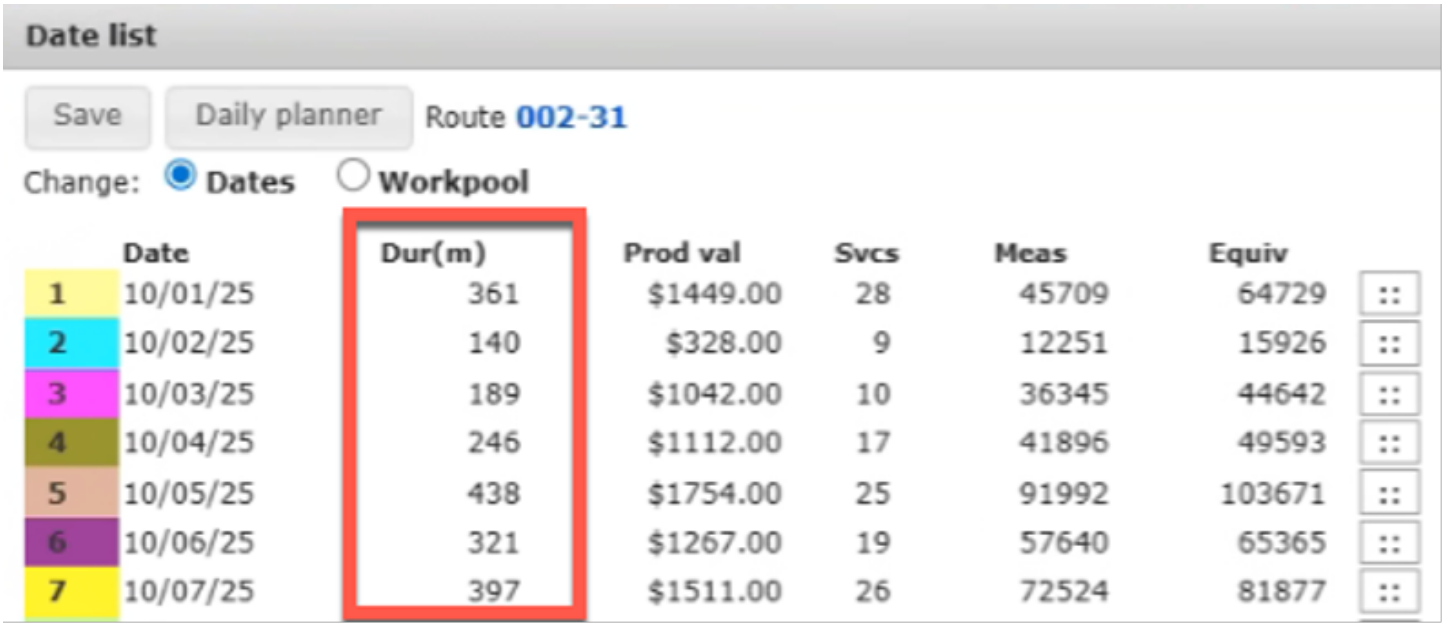


Figure 1. ServicePro Routing scheduled production time.

The service manager will organize and schedule each route to ensure each workday meets or exceeds minimum standards. Directions on how to use this tool are available in SPP 302: Routing, Scheduling, & Assigning Work Using ServicePro Web Mapping.

Scheduling Initial Services

Initial services are scheduled at the time of sale. This ensures the customer is aware of the scheduled start time and any needed accommodations are clarified with both the customer and service center. The process is as follows:

1. At the time of sale, while still with the customer, the inspector will call the service center to schedule the initial service.
2. The inspector will provide the administrative team member the sale information, including the time required to complete the initial service. This information is based on the current *GreenUP Service Center Standards*.
    1. Example:
        1. If the average size lawn is 4,500 square feet, a specialist would be assigned 19.25 minutes per service.
            1. 8 minutes of fixed time plus 2.5 minutes per 1,000 square feet.

2. 8 + (2.5 x 4.5) = 19.25

3. The administrative team member will ask for the type of initial service and open the Scheduler for the appropriate route.
4. Review the Scheduler availability and inform the inspector of the earliest options.
5. The inspector will share the available initial service times and confirm with the customer their preference.
6. Once the customer confirms their preference, enter the initial service into the scheduler by setting a time block. Specific directions for completing this process are available in SPP-418 Using the Scheduler for Starts.
7. The general manager will ensure the sale paperwork is accurate and fully executed.
8. When the admin receive and enter the start paperwork, verify the Scheduler time block for the specific customer and initial service. Each day the service manager will review the approved new start paperwork/documentation and ensure the start is assigned to the appropriate team member before it is to be serviced.
9. If any changes to route/team member are needed, ensure the Scheduler is updated appropriately.
10. In the rare instance the date or time needs to be changed, the service manager must contact the customer and confirm they accept the new date/time.
    A. If the customer cannot be reached or does not want the time change, the service manager will identify other resources to ensure the initial service is completed at the agreed upon time.

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