SPP 503: Termite Service Schedule Log

Section: Termite Service Procedures
Subject: Termite Service Schedule Log
Approved by: Adam Jones
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Policy Owner: VP Director of Quality Assurance

Policy

PURPOSE

The *Termite Service Schedule Log* provides all service centers with a standardized way to determine the scheduling status ofall termite and termite-related work and contains important information regarding the service visit.

PROCEDURES

- Termite service work will be scheduled by the administrative team and assigned by the service manager or general manager.
- All termite and termite-related work must be called in at the time of sale. The following information is recorded for each termite service:
  - The customer’s name, address, and telephone number.
  - The salesperson who sold the job.
  - The job type (i.e. conventional treatment, bait install, Total Coverage treatment, pretreatment, etc.).
  - The sale price of the job
  - The linear footage or square footage of the structure, whichever is relevant.
  - The actual time of the appointment to perform the work.

    - The amount of time assigned to complete the work.
    - The name of the technician that is assigned to perform the work.
    - Any comments or special instructions that will help in assigning the work.

- All work will be scheduled and assigned by hourly or lineal foot production rates as defined in the current company standards. The primary objective is to minimize the driving time and maximize production time for every service technician.
- In managing a productive Termite department, all work must be organized, scheduled, assigned and checked daily.

This report is to be maintained in a 1-31 tabbed, 3-ring binder in every Service Center for two months at a time (current month and future month).

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