



SERVICE CALL CHECKLIST

1. LABEL STUFF:

Put your company's label on all equipment that you did *or could* service. Remove all competitors' labels.

2. CLEAN STUFF:

Leave every jobsite as clean *or cleaner* than you left it. The customer *will* notice, and it will add to the customer's satisfaction with you.

3. SAY THANKS:

Find the owner (or manager) of the property and say "Thanks!", and don't be afraid to ask for more business or referrals.

4. FIND MORE WORK:

Take a moment and jot down on the work order (or in your field service software) other things you could do to improve the property.

5. LEAVE A REPORT:

If you don't leave an invoice, leave a report of when you were there, what problem you fixed, and what other areas you could help with.

6. TELL OTHERS:

Put a door hanger or leave a flier on each neighboring place. Say you fixed a problem for their neighbor and offer your free consultation.

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