



**The
2007 Service & Retail
Convention**

**SM03 – Service Operations –
Creating Services Policies &
Procedures Manual**

**Sunday, February 25
4:30 – 6:00 PM**

Presented By:

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Landers Appliance**

Building Confidence Through Knowledge For Success

February 25-27, 2007 the Flamingo Hotel, Las Vegas, NV



Creating Policy & Procedures for your business

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Introduction (Example)

Welcome to Appliance Service, Inc. You will find information regarding employment, benefits and work rules in this Employee Handbook. Please read the Handbook and refer to it whenever you have a question concerning your employment.

This Employee Handbook is not intended to create any rights, contractual or otherwise. It is intended to serve as a general guide to employment here and to make it easier for you to understand what is expected of you. Specific situations may call for handling in a manner different from that described here, depending upon the facts. This Handbook may be changed, supplemented or eliminated entirely by the Company at any time. Nothing in this Handbook is intended or should be construed as a contract, express or implied. Unless otherwise agreed, both the Company and each of its employees have the right to end any employment relationship at any time and for any reason. You are an employee at will, subject to termination of your employment at anytime, at your own request or by the Company.

The Employee Handbook is written with you in mind, as an answer to the variety of questions and concerns that might develop as you begin and continue your employment with the Company. It will familiarize you with the expectations of you as an employee, and it provides some of the answers as to what you can expect from the Company as your employer. It also covered a variety of subjects including personnel policies and activities and employee benefits

Safety and Health (Example)

In our efforts to maintain a safe and healthy work environment, we supply and stock each service/installation truck with a supply of latex gloves, dust masks, a new, fully equipped first aid kit, a new fire extinguisher, a back brace, safety goggles, work gloves, and an air sled.

These products, while always available to each technician/installer through the parts department, have not been used as often as we would like. It is our hope that issuing a supply to each truck stock the technician / installer will be encouraged to use these items on as many repairs/installation as possible. It is the driver's responsibility to maintain an adequate supply at all time's as part of your regular inventory.

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CHECK ACCEPTANCE POLICY (Example)

We do not accept payroll, two party, out of state, welfare, tax refund, or non-imprinted personal, non-imprinted business or post dated checks.

In accepting all other checks, we require to see a copy of the person writing the check's drivers license. On the front of the check across from the name place a _____/_____ symbol.

Write the state the license was issued on the upper left cross bar and the persons drivers license number on the upper right cross bar. Write in the customers phone number on the lower left cross bar. Write the customers date of birth, color of hair and eyes, height and weight on the lower right cross bar.

This information is required on every check we accept, regardless of the check number. If the employee does not copy the above information from the persons drivers license on the check the employee will be responsible, at managements discretion, for one or more of the following:

1. The cost of any parts, materials or products installed or sold.
2. Loss of any commission paid.
3. A \$35.00 return check fee.

DOG POLICY (Example)

As a precaution for our technician's and installer's safety, we require that all dogs be removed and isolated from any and all area's our employees will have to travel through and work in to service and/or install your appliances.

We apologize for any inconvenience this may cause you. We understand very few dogs are a danger to strangers in your home. Unfortunately there is no way for us to make that determination. **If your dog is not secured, we will not enter your home.**

Thank you for your understanding and adherence to this policy. The Management Team

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HARASSMENT POLICY (Example)

All employees have the right to work in an environment free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive. The company strictly prohibits harassment of any kind. No employee, either male or female, should be subject to unsolicited sexual overtures or conduct, either verbal or physical.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature, but rather to behavior that is not welcome and is personally offensive, which reduces morale and therefore interferes with work effectiveness. Any employee should immediately bring such behavior to the attention of his or her supervisor or the business owner. All such matters will be treated with confidentiality.

The company will investigate complaints to determine whether harassment has occurred. Any person found to be in violation of the company's policies would be subject to disciplinary action, which may include immediate discharge.

LIMITED LIABILITY (Sample)

OUR INSURANCE CARRIER REQUIRES US TO INFORM YOU THAT DUE TO THE NATURE OF YOUR APPLIANCE(S) INSTALLATION, ANY DAMAGE INCURRED BY OUR SERVICE TECHNICIANS TO THE PRODUCT, THE SURROUNDING CABINETS, ANYTHING TOUCHING OR SURROUNDING THE APPLIANCE, CABINET MOLDING, COUNTER AND COUNTER TOP, BASIN PAN, THE FLOOR COVERING, ETC. WHEN REMOVING YOUR APPLIANCE FOR REPAIR(S) AND IN PERFORMING THE REQUESTED SERVICE(S) WILL BE YOUR RESPONSIBILITY AND RELIEVE US OF ANY COSTS OF REPAIRS SHOULD DAMAGE OCCUR. NATURALLY WE WILL BE AS CAREFUL AS POSSIBLE.

X _____
CUSTOMER SIGNATURE

DATE

X _____
TECHNICIAN SIGNATURE

DATE