



Retail Residential Service Department Business Systems TRANSFORMATION PLAN

Professionalize Your Residential Service Operations TODAY!

Within 4 weeks of start date, your Business Fitness Coach helps you establish the following business systems:

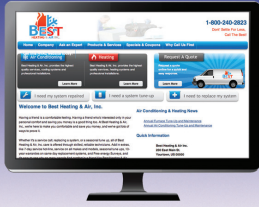
- Service Call Lead Generation Procedure
- Professional Service Call Handling Procedure
- Fix-Right Flat Rate Repair Upfront Pricing Guide
- Flat Rate Service Invoice
- Maintenance Agreement and Selling Process
- Truck Stock Inventory Control.

Client Business Benefit Objectives: (as reported by our enrolled clients)

- Close 2 out of 10 service calls to an accessory add-ons and or additional quoted work.
- Close 8 out of 10 non-service agreement customer repair calls to a sold service agreement.
- Close 8 out 10 catastrophic service repairs to a sold replacement job.
- 99% error free repairs resulting in 99%+ reduction in costly call backs.
- 400% increase in quoted jobs/replacements using call handling harvesting process.
- Average 2.25+ hours per residential repair call by adhering to best-practice repair pricing in compliance with published consumer and safety standards.
- Implement our written best-practice service-truck stock and restocking program.
- Deliver consistent quality on all residential demand service work per our written, best-practice demand service standard operating procedures.

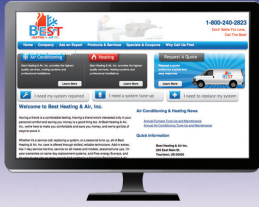
During week #1:

1. We schedule your first Growth Strategy Session with your assigned Business Fitness Coach.
2. Upon completion of session, Business Fitness Coach registers you and your staff to access online business process and implementation training sessions.
3. Upon completion of session, Business Fitness Coach will send you the next week's Growth Strategy Session Workout meeting invite.



Retail Residential Service Department Business Systems TRANSFORMATION PLAN

4. Upon completion of session, Business Fitness Coach will send you a 1-page Fix-Right Flat Rate Service Repair Setup Form for you to download, complete, fax/scan, and send back to us for configure your residential Fix-Right service repair pricing.
5. Upon completion of session, Business Fitness Coach will send you which online sessions to take to obtain a complete service repair call handling system, to include customer system diagnostic forms, example flat rate service repair invoices, residential service agreements, and staff performance based pay.
6. You or your Service Manager, Dispatcher/Receptionist and Technician staff will simply go to our Online Solution Center home page, click top right "Client Login" to access these training tracks: (4-Dark blue session for dispatchers/receptionists) (4 – Dark green for technicians – can also be delivered live by coach)
 1. RS-STEP #1.0 Fix-Right residential flat rate repair price book set-up
 2. RS-STEP #2.0 Marketing residential service for profits
 3. RS-STEP #3.0 Proper customer care call handling and dispatching processes
 4. RS-STEP #3.1 Priority dispatching and dispatch board set-up
 5. RS-STEP #4.0 Professional service call handling process
 6. RS-STEP #4.1 Service call objective-getting ready-arriving to the call
 7. RS-STEP #4.2 Interviewing the customer and setting service call expectations
 8. RS-STEP #4.3 Problem diagnosis-informing customer of diagnosis
 9. RS-STEP #4.4 Executing the repair, tune-up, or service
 10. RS-STEP #4.5 Efficient demand service written standard procedures
 11. RS-STEP #5.0 Stocking service truck inventory for profits
 12. RS-STEP #6.0 Daily labor and opportunity conversion performance benchmarking
 13. RS-STEP #7.0 Paying Technicians/Tune-up Specialists for Profits
7. For our next meeting, client tries to complete and print out the following technician handouts:
 1. Order "Invoices", "Protect Service Agreement" and the "System Condition Report" from our preferred print vendor.
 2. Print out 1 copy per technician the Fix-Right Flat Rate Service Repair Price Guide.
 3. Download the RESCALC.xls file and estimate your annual service agreement price for 1 and 2 inspections service agreements. To obtain monthly service agreement pricing you divide the annual prices by 12. See session RS-1.0
 4. Dispatchers print out and edit the Professional Call Handling Script and present to Service Manager for approval. See session RS-3.0
 5. Print out 20 copies each per Technician of the 1-page "Service-Right System Diagnostic Form" to be used by technician on all service calls – See session RS-4.1
 6. Print out 1 copy per Technician of the "Service-Right Customer Awareness Handout" and have it laminated front and back of each page and spiral bound to hand out to customer during walkthrough – See session RS-4.2
 7. Print out 20 copies per each Dispatcher of the "Daily Call Tracker" to be used to debrief Technicians/ Installers at end of call, job or end of day if not finished. See RS-6.0
 8. Print out and read for next meeting the Technician Performance Based Pay Plan – See RS-7.0



Retail Residential Service Department Business Systems TRANSFORMATION PLAN

During week #2:

8. For this next meeting, Business Fitness Coach will demo with management and get their approval on which of our Service Department Company Standards to help you implement.
9. We confirm which processes are to be implemented.
10. Upon completion of this session, Business Fitness Coach will send you the next week's Growth Strategy Session Workout to be conducted with Dispatchers/Technicians meeting invite.

During week #3:

11. For this next meeting, Business Fitness Coach will demo with the approved Professional Service Call Handling Processes and forms, repair and service agreement pricing methods, performance based pay, as well as, post call debriefing.
12. We clarify any questions and confirm Dispatchers/Technicians understanding of your Company Service Standards to be implemented.
13. Upon completion of this session, Business Fitness Coach will send you the next Growth Strategy Session Workout meeting invite.
 - If you have enrolled in all 6 Departments, you also have our Human Resource Management Business Systems and therefore Business Fitness Coach schedules a meeting to implement our Performance Based Job Descriptions for your Service Manager, and Dispatchers/Technicians to tie them to your newly implemented Service Department Company Standards.

During week #4:

14. For this next meeting, Business Fitness Coach will discuss how best to set up your service truck stock inventory, control processes, and forms. See session RS-5.0.
15. Business Fitness Coach will discuss the implementation of demand service and service agreement written work delivery standards. See session RS-4.5.
16. Upon completion of this session, Business Fitness Coach will send you the next Growth Strategy Session Workout meeting invite.

Performance Review Meetings:

17. We recommend that you schedule periodic Service Department reviews with your Business Fitness Coach to enable operational adjustments to help you to continue to meet your above Client Business Benefit Objectives.