

On – Call Plumber Commitment

Purpose of On-Call Plumber

1. Protect Company (and Plumber who did the work from any financial loss)

- a. Example: supply line breaks on kitchen, we miss the call and other plumbing comes in to save the day and blame us costing \$25,000 in damage.
- b. Example: Our plumber installs a garbage disposer, forgetting to take out knock out. Customer goes out to dinner , leaving the dishwasher on and floods laminate flooring. Costing \$12,400.
- c. Example: Technician installs a a/c roof package system. Condensate system leaks causing mold and major drywall damage. This job is still in arbitration. Resulting bill will be over \$2,500.

True cases in which I wrote the check, the plumbers that caused the damage are still making payments to reimburse the company. Company policy is to claim only over \$100,000.

2. Property managers are our bread and butter customer providing endless supply of jobs at a solid profit to our technicians and company. They require 24/7 service. They have a call list with at least 4 plumbing companies and have a choice of who they use. If they need a plumber they call from their list picking the plumbing company they like most and gives them the best service (and they personally like). If they call us and get a message, they will go to the next plumber on the list. Who do you think they will call next time if we miss the call.

- a. Example: Sunday afternoon, Marina and I were walking up the ramp at the harbor, Mavis from Property Manager called, she had a hot water slab leak. Marina couldn't answer her phone in time. I call the Property Manager back got a busy signal – Why – because she went to the next plumber on her list and gave the re-route to other plumbing company.
- b. Example: Justin was on-call over X-mas. Property Manager call and a miss communication over a small job occurred. The property manager felt we didn't care. The Property Manager hasn't called us in 3 months. Prior to that she and her team we producing 3 to 5 jobs a week.

3. Give us Plumbers (worry-free) time off. When you go home at night or are not on-call you can be confident that the on-call plumber has your back. You can be confident that if you had some bad luck on a job and it fails during your time off – Your on-call is going to protect you and (the company). And minimize the financial damage to your pay check.

To continue working in my company, you must commit to:

1. In phone range. (or if out of range, giving dispatch a phone number where you are)
2. Being able to get to your truck within 15 minutes and on the road to the job.
3. **No excuses --- ever.**

Sign here if you agree: _____ Print Name: _____

Break this oath: (1) Week suspension -- Do it twice: We will miss you ☹